# D.P.U. 20-58-D Data Collection

# Eversource Energy as of December 31, 2022

#### A) Bad Debt:

- 1. reported revenues,
- 2. accounts receivable,
- 3. gross accounts receivable write-offs, and
- 4. accounts receivable recoveries to track basic information surrounding bad debt costs.

#### B) Financial Health Information

- 1. any increase, or requested increase, to bank lines of credit;
- 2. any issuance of dividends, plans to issue dividends, increase in dividend amounts, and plans to increase dividend amounts;
- 3. capital markets access; and
- 4. credit rating agency actions.

#### C) Customer-Specific Data

- 1. Number of customers, by customer class;
- 2. Number of customers, by customer class, disconnected during the period;
- ${\tt 3.\ Number\ of\ customers,\ by\ customer\ class,\ receiving\ disconnection notices\ during\ the\ period;}$
- ${\bf 4.\ Number\ of\ customers,\ by\ customer\ class,\ reconnected\ during\ the\ period;}$
- 5. Number of customers, by customer class, assessed reconnection fees or charges during the period;
- 6. Number of customers, by customer class, assessed credit card fees or charges during the period;
- 7. Number of customers, by customer class, assessed late payment fees or charges during the period;
- 8. Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements;
- 9. Number of customers by customer class, completing deferred payment arrangements during the period;
- 10. Number of customers, by customer class, enrolling in new deferred payment arrangements during the period;
- 11. Number of customers, by customer class, renegotiating deferred payment arrangements during the period;
- 12. Number of customers taking service at the beginning of the period under existing hardship protections;
- 13. Number of customers completing hardship protections during the period;
- 14. Number of customers enrolling in new hardship protections during the period;
- 15. Number of customers, by customer class, completing an AMP program during the period;
- 16. Number of customers, by customer class, enrolling in an AMP program during the period;
- 17. Number of customers, by customer class, re-enrolling in an AMP program during the period;
- 18. Number of customers, by customer class, dropping off an AMP program during the period;
- 19. Number of customers enrolling in the low-income discount rate program during the period;
- 20. Number of customers dropping off the low-income discount rate program during the period;
- 21. Number of by customers, by customer class, with required deposits with the company at the beginning of the period;
- 22. Number of customers, by customer class, required to submit new deposits or increased deposits during the period;
- 23. Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period; and
- 24. Number of customers, by customer class, whose deposits were returned in full during the period.

## D.P.U. 20-58-D Data Collection (A) Bad Debt - 2020

NSTAR Electric												
Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Reported Revenues	234,234,652	226,849,087	203,763,560	190,669,652	183,702,440	210,925,972	269,446,489	292,850,396	242,372,428	202,409,092	183,419,619	208,849,612
Accounts Receivable	261,264,778	277,511,244	287,735,952	258,071,563	256,706,167	292,529,606	300,321,636	329,163,710	328,666,611	267,942,863	264,895,087	315,636,680
Gross A/R Write-Offs	2,695,765	1,993,481	1,699,004	1,404,054	1,459,307	2,022,306	1,824,363	1,427,051	1,636,744	1,220,344	1,301,005	1,897,231
A/R Recoveries	512,211	582,214	401,597	307,811	275,290	310,514	255,577	314,598	239,988	301,954	302,376	215,467
NSTAR Gas												
Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Reported Revenues	80,616,137	77,152,671	60,971,096	51,177,142	35,566,600	13,620,062	10,108,584	10,058,491	10,329,892	12,576,967	27,346,857	64,807,135
Accounts Receivable	81,802,905	91,439,084	88,053,023	81,029,587	69,624,935	54,524,280	41,927,881	37,658,508	38,633,522	33,187,145	44,216,390	77,321,835
Gross A/R Write-Offs	886,791	752,394	492,442	361,588	384,072	534,819	586,555	426,638	570,236	445,673	348,577	338,471
A/R Recoveries	154,660	147,109	128,848	75,970	95,292	92,248	95,313	90,752	70,804	204,195	66,909	78,185
EGMA												
Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Reported Revenues	-	-	-	-	-	-	-	-	-	13,478,679	40,583,798	63,022,329
Accounts Receivable	-	-	-	-	-	-	-	-	-	36,323,022	34,274,286	57,148,216
Gross A/R Write-Offs	-	-	-	-	-	-	-	-	-	16,065	(33,121)	116,836
A/R Recoveries	-	-	-	-	-	-	-	-	-	28,290	31,357	27,289

## D.P.U. 20-58-D Data Collection (A) Bad Debt - 2021

NSTAR Electric												
Description	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Reported Revenues	227,902,379	230,951,015	201,266,408	193,503,840	185,227,190	238,414,326	282,962,990	278,249,648	288,913,444	218,216,809	203,500,829	215,505,277
Accounts Receivable	319,879,727	336,154,134	311,437,691	277,555,827	282,952,650	339,342,128	339,618,942	320,910,977	369,588,895	288,907,360	274,198,257	309,766,684
Gross A/R Write-Offs	1,985,916	1,652,675	2,334,375	1,877,643	2,073,889	1,843,008	1,810,774	1,852,438	1,968,065	2,304,893	4,333,675	4,130,283
A/R Recoveries	499,187	305,295	508,986	311,574	338,042	287,250	261,211	338,723	257,089	500,982	723,200	599,926
NSTAR Gas												
Description	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Reported Revenues	86,461,980	101,197,977	77,942,664	54,054,882	33,793,244	16,699,733	13,202,173	12,791,008	13,619,581	15,610,133	37,847,690	74,930,629
Accounts Receivable	100,673,933	128,670,683	115,369,859	93,947,763	81,666,088	65,537,137	54,617,654	47,515,664	46,929,215	40,496,682	53,957,622	83,486,742
Gross A/R Write-Offs	392,368	277,109	403,447	511,110	433,828	1,063,910	595,019	642,209	650,276	690,370	1,204,295	1,077,520
A/R Recoveries	68,045	90,610	96,734	72,957	81,644	53,999	90,478	61,205	69,409	164,353	244,970	126,835
EGMA												
Description	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Reported Revenues	93,032,219	85,732,672	77,481,301	53,669,963	34,848,349	22,711,010	18,616,926	18,152,685	18,811,763	24,383,863	45,227,824	83,202,943
Accounts Receivable	95,160,062	115,205,253	109,158,134	99,133,650	89,773,446	72,250,583	62,370,860	53,618,490	48,797,751	40,606,903	47,973,857	72,370,891
Gross A/R Write-Offs	(16,194)	2,584	(17,111)	10,047	12,949	11,366	373,640	382,677	108,869	5,158,999	4,386,030	735,700
A/R Recoveries	27,285	37,647	42,722	37,014	16,489	19,752	20,992	25,690	23,981	150,929	64,716	132,965

## D.P.U. 20-58-D Data Collection (A) Bad Debt - 2022

NSTAR Electric												
Description	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Reported Revenues	256,240,325	274,732,929	242,835,883	218,727,887	208,224,364	249,944,956	320,189,260	374,292,850	325,817,748	242,029,505	228,986,333	260,766,407
Accounts Receivable	299,257,202	353,023,941	322,769,944	253,143,442	253,545,720	309,271,256	333,435,168	344,119,653	369,644,635	268,436,974	248,812,941	322,943,622
Gross A/R Write-Offs	3,680,909	2,386,057	1,922,646	1,932,504	1,686,434	1,985,761	2,614,694	3,115,940	3,485,126	2,716,132	2,652,612	2,605,650
A/R Recoveries	443,551	566,142	566,862	566,661	408,879	405,305	423,311	318,059	352,074	398,921	389,681	282,120
NSTAR Gas												
Description	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Reported Revenues	95,973,860	115,810,429	89,434,232	62,910,611	41,333,220	21,930,630	18,868,111	17,059,241	18,362,513	28,051,046	82,289,026	93,771,654
Accounts Receivable	107,188,399	144,272,243	125,161,528	102,098,674	85,551,441	72,315,331	56,617,360	46,818,842	52,984,147	44,579,990	57,961,509	106,739,186
Gross A/R Write-Offs	1,028,522	738,906	482,075	633,475	587,920	626,623	857,113	810,037	955,708	1,263,067	1,051,835	858,305
A/R Recoveries	128,317	114,285	130,213	135,956	109,625	93,400	122,505	86,752	105,088	122,315	128,526	110,010
EGMA												
Description	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Reported Revenues	113,084,947	113,792,605	100,376,266	65,897,131	43,841,916	22,318,884	18,794,455	17,556,079	19,747,875	34,065,699	60,584,536	99,697,626
Accounts Receivable	107,972,190	144,323,731	148,357,261	112,923,108	118,867,614	103,746,228	90,161,689	69,111,575	83,796,453	59,570,003	76,178,528	132,976,902
Gross A/R Write-Offs	2,102,310	1,118,785	1,144,204	-	700,206	1,078,499	1,019,136	1,002,716	608,772	884,446	786,011	1,128,781
A/R Recoveries	78,093	30,366	42,684	-	63,980	47,847	47,032	34,354	274,391	168,813	130,984	98,987

# D.P.U. 20-58-D Data Collection (B) Financial Health Information - 2020

	NSTAR Electric Company						
2020	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action			
January	None		Yes	None			
February	None		Yes	None			
March	None	\$196,500,000	Yes	None			
April	None	_	Yes	None			
May	None		Yes	None			
June	None		Yes	None			
July	None	_	Yes	None			
August	None		Yes	None			
September	None		Yes	None			
October	None	_	Yes	None			
November	None		Yes	None			
December	None	\$65,500,000	Yes	None			
Total 2020		\$262,000,000					

	NSTAR Ga	s Company	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
None		Yes	None
None		Yes	None
None	\$7,000,000	Yes	None
None		Yes	None
None		Yes	None
None	\$7,000,000	Yes	None
None		Yes	None
None		Yes	None
None	\$17,000,000	Yes	None
None		Yes	None
None		Yes	None
None	\$7,000,000	Yes	None
	\$38,000,000		

	Eversource Gas C	Company of MA *	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
	,		. g,
			On 7/22/20, S&P issued a new corporate credit rating of A- with stable outlook
On 10/21/20 EGMA, with Eversource Energy, entererd into a 364-day \$550M revolving credit agreement		Yes	None
None		Yes	None
None		Yes	None
	\$0		

<sup>\*</sup> Eversource completed the acquisition of assets of Columbia Gas of Massachusetts on October 9, 2020.

## D.P.U. 20-58-D Data Collection (B) Financial Health Information - 2021

		NSTAR Elect	ric Company	
2021	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
January	None	_	Yes	None
February	None		Yes	None
March	None	\$206,400,000	Yes	None
April	None		Yes	None
May	None		Yes	None
June	None	\$76,800,000	Yes	None
July	None		Yes	None
August	None		Yes	None
September	None		Yes	None
October	None		Yes	None
November	None		Yes	None
December	None		Yes	None
Total 2021		\$283,200,000		

	NSTAR Gas Company						
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action				
None		Yes	None				
None		Yes	None				
None	\$10,000,000	Yes	None				
None		Yes	None				
None		Yes	None				
None	\$10,000,000	Yes	None				
None		Yes	None				
None		Yes	None				
None	\$10,000,000	Yes	None				
None		Yes	None				
None		Yes	None				
None	\$10,000,000	Yes	None				
	\$40,000,000						

Eversource Gas Company of MA						
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action			
None		Yes	None			
None		Yes	None			
None	\$6,900,000	Yes	None			
None		Yes	None			
None		Yes	None			
None	\$6,900,000	Yes	None			
None		Yes	None			
None		Yes	None			
None	\$176,300,000	Yes	None			
None		Yes	None			
None		Yes	None			
None	\$6,900,000	Yes	None			
	\$197,000,000					

## D.P.U. 20-58-D Data Collection (B) Financial Health Information - 2022

	NSTAR Electric Company						
2022	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action			
January	None		Yes	None			
February	None		Yes	None			
March	None	\$71,900,000	Yes	None			
April	None		Yes	None			
May	None		Yes	None			
June	None	\$71,900,000	Yes	None			
July	None		Yes	None			
August	None		Yes	None			
September	None	\$71,900,000	Yes	None			
October	None		Yes	None			
November	None		Yes	None			
December	None	\$71,900,000	Yes	None			
Total 2022		\$287,600,000					

	NSTAR Gas Company							
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action					
None		Yes	None					
None		Yes	None					
None	\$12,500,000	Yes	None					
None		Yes	None					
None		Yes	None					
None	\$12,500,000	Yes	None					
None		Yes	None					
None		Yes	None					
None	\$12,500,000	Yes	None					
None		Yes	None					
None		Yes	None					
None	\$12,500,000	Yes	None					
	\$50,000,000							

	Eversource Gas Company of MA					
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action			
None	_	Yes	None			
None	_	Yes	None			
None	\$6,500,000	Yes	None			
None	_	Yes	None			
None	_	Yes	None			
None	\$6,500,000	Yes	None			
None		Yes	None			
None		Yes	None			
None	\$6,500,000	Yes	None			
None		Yes	None			
None		Yes	None			
None	\$6,500,000	Yes	None			
	\$26,000,000					

							20	20					
El	MA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1 N	umber of customers, by customer class												
Re	esidential	964,411	966,929	965,069	965,149	964,166	964,500	962,353	951,295	953,666	963,593	940,393	977,005
Lc	ow Income Residential	89,743	90,679	91,284	91,213	90,805	91,025	91,260	92,556	93,314	95,036	91,752	94,327
Sr	mall C&I	160,051	161,208	160,466	159,553	160,711	160,474	159,829	158,618	158,925	163,750	155,461	165,204
M	ledium / Large C&I	4,883	4,930	4,937	4,983	4,929	4,908	4,908	4,978	4,971	4,895	4,908	4,939
St	rreetlights	13,251	13,287	13,237	13,240	13,217	13,204	13,214	13,143	13,154	13,298	13,066	13,300
To	otal	1,232,340	1,237,033	1,234,993	1,234,138	1,233,828	1,234,111	1,231,564	1,220,591	1,224,030	1,240,572	1,205,581	1,254,775
	umber of customers, by customer class, disconnected during the period												
Re	esidential	893	1,062	489	0	0	0	0	0	0	0	0	0
	ow Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
_	mall C&I	127	85	49	0	0	0	0	0	0	0	28	77
	ledium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	reetlights	0	0	0	0	0	0	0	0	0	0	0	0
	otal	1,020	1,147	538	0	0	0	0	0	0	0	28	77
	umber of customers, by customer class receiving a 1st notice of disconnect during the period												
_	esidential	39,371	39,630	19,218	0	0	0	0	0	0	8,003	1,549	2
	ow Income Residential	129	118	53	0	0	0	0	0	0	13	15	0
	mall C&I	4,712	4,681	2,384	0	0	0	0	0	2,408	3,944	4,893	6,580
	ledium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	reetlights	11	14	8	0	0	0	0	0	4	5	8	10
10	otal	44,223	44,443	21,663	0	0	0	0	0	2,412	11,965	6,465	6,592
	umber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
_	esidential	24,597	22,805	12,235	0	0	0	0	0	0	1	1	1
	ow Income Residential	121	124	37	0	0	0	0	0	0	0	0	0
_	nall C&I	2,850	2,546	1,664	0	0	0	0	0	0	2,777	1,620	3,342
	ledium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	reetlights otal	9	25,483	2 13,938	0	0	0 <b>0</b>	0	0 <b>0</b>	0	2,782	3 1,624	3,348
_		27,577	25,483	13,938	U	U	U	U	U	U	2,782	1,624	3,348
	umber of customers, by customer class, reconnected during the period esidential	587	738	346	11	1	0	0	0	0	0	1	n
	ow Income Residential	18	18	13	3	0		0	0	0	0	0	0
	mall C&I	88	81	53	0	0	0	0	0	0	0	17	37
_	ledium / Large C&I	0	0	0	0	0		0	0	0	0	0	0
	reetlights	0	0	0	0	0		0	0	0	0	0	0
	otal	693	837	412	14	1	0	0	0	0	0	18	37
_	umber of customers, by customer class, assessed reconnection fees or charges from the reconnect orders	033	037	412	14	•	•		Ū	•	Ū	10	3,
	ompleted during the same period												
	esidential	579	728	343	0	0	0	0	0	0	0	1	0
_	by Income Residential	18	16	13	0	0	0	0	0	0	0	0	0
	mall C&I	86	80	51	0	0	0	0	0	0	0	17	37
	ledium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	reetlights	0	0	0	0	0	0	0	0	0	0	0	0
	otal	683	824	407	0	0	0	0	0	0	0	18	37
	umber of customers, by customer class, assessed credit card fees or charges during the period	235		.3,								10	
	esidential	27,174	26,987	26,083	25,005	24,947	24,607	25,412	24,786	25,544	25,415	22,257	23,924
_	by Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	mall C&I	1,304	1,240	1,013	774	715	729	745	715	704	870	837	1,025
	ledium / Large C&I	20	21	20	25	18	19	24	21	23	29	32	38
	reetlights	6	5	7	2	2	3	5	1	3	4	3	5
	otal	28,504	28,253	27,123	25,806	25,682	25,358	26,186	25,523	26,274	26,318	23,129	24,992
	umber of customers, by customer class, assessed late payment fees or charges during the period												,
	esidential	0	0	0	0	0	0	0	0	0	0	0	0
		16	14	8	0	0	0	0	0	0	0	0	0
l c	ow Income Residential						Ū	Ŭ		ŭ			v
	ow Income Residential mall C&I		25.117	12.303	n	n	0	n	n	n	0	0	0
Sr	w Income Residential mail C&I ledium / Large C&I	25,728 564	25,117 445	12,303 272	0	0	0	0	0	0	0	0	0
Sr M	nall C&I	25,728											0

							202	20					
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
8	payment arrangements (excluding Newstart and Covid AMP)												
	Residential	2,715	2,615	2,790	2,421	1,893	1,661	1,443	1,567	1,555	2,056	2,831	3,136
	Low Income Residential	1,069	663	505	364	337	400	362	376	326	450	567	507
	Small C&I	42	59	53	45	36	46	50	41	1	5	6	6
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	3,826	3,337	3,348	2,830	2,266	0 <b>2,107</b>	1,855	1,984	1,882	2,511	3,404	3,649
	Number of customers by customer class, completing deferred payment arrangements during the	3,820	3,337	3,346	2,030	2,200	2,107	1,655	1,564	1,002	2,311	3,404	3,043
9	period(excluding Newstart and Covid AMP)												
,	Residential	223	240	245	254	231	214	132	117	112	115	115	157
	Low Income Residential	97	78	79	55	63	45	55	50	36	31	25	23
	Small C&I	7	0	4	2	12	14	10	4	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	327	318	328	311	306	273	197	171	148	146	140	180
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
10	(excluding Newstart and Covid AMP)												
	Residential	1,865	1,828	1,917	1,872	863	531	911	938	1,410	2,264	1,622	3,249
	Low Income Residential	120	140	136	249	295	146	170	166	278	385	157	185
	Small C&I	74	52	54	78	50	52	61	31	5	2	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2,059	2,020	2,107	2,199	1,208	729	1,142	1,135	1,693	2,651	1,779	3,434
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
11	(excluding Newstart and Covid AMP) Residential	20	19	34	44	9	15	19	17	34	37	58	28
	Low Income Residential	1	0	4	9	2	3	19	5	1	3	1	28
	Small C&I	1	1	1	3	1	1	1	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	22	20	39	56	12	19	21	22	35	40	59	30
	Number of customers taking service at the beginning of the period under existing hardship protections ( O												
12	exceptions with expiry March 31 ) or M , Y and S protections												
	Residential	9,586	9,740	10,114	10,093	7,852	8,057	7,937	7,897	7,850	7,754	8,889	9,256
	Low Income Residential	39,644	40,501	41,793	42,564	6,331	6,042	5,904	5,833	5,747	5,604	45,646	46,619
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	49,230	50,241	51,907	52,657	14,183	14,099	13,841	13,730	13,597	13,358	54,535	55,875
13	Number of customers completing hardship protections or M Y and S protections during the period												
	Residential	161 794	168	2,857 41.465	122	87 686	61 287	66	52	64 326	42	64 321	41
	Low Income Residential Small C&I	794	732 0	41,465	1,156 0	0	0	260 0	257 0	326	535	321	220
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	955	900	44.322	1,278	773	348	326	309	390	577	385	261
				,	_,	.,,							
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period												
	Residential	483	428	374	44	57	53	58	40	64	1,224	135	156
	Low Income Residential	1,093	1,474	1,173	478	337	226	234	184	260	4,297	1,087	1,408
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
				1,547	522	394	279	292	224	324	5,521	1,222	1,564
	Total	1,576	1,902	1,547	JLL		-						
15	Number of customers, by customer class, completing an AMP program during the period												
15	Number of customers, by customer class, completing an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
15	Number of customers, by customer class, completing an AMP program during the period Residential Low Income Residential	0 57	0 85	0 142	0 280	0 205	0 87	97	83	74	69	48	40
15	Number of customers, by customer class, completing an AMP program during the period Residential Low Income Residential Small C&I	0 57 0	0 85 0	0 142 0	0 280 0	0 205 0	0 87 0	97 0	83 0	74 0	69 0	48 0	40
15	Number of customers, by customer class, completing an AMP program during the period Residential Low Income Residential Small C&I Medium / Large C&I	0 57 0	0 85 0	0 142 0	0 280 0	0 205 0	0 87 0	97 0 0	83 0 0	74 0 0	69 0 0	48 0 0	40 0 0
15	Number of customers, by customer class, completing an AMP program during the period Residential Low Income Residential Small C&I	0 57 0	0 85 0	0 142 0	0 280 0	0 205 0	0 87 0	97 0	83 0	74 0	69 0	48 0	40

							202	20					
Ī	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	197	386	422	767	833	724	686	746	1,105	977	1,029	478
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0 197	0 <b>386</b>	0 422	7 <b>67</b>	833	724	0 <b>686</b>	746	0 <b>1,105</b>	977	0 1,029	478
	Number of customers, by customer class, re-enrolling in an AMP program during the period	197	300	422	707	655	724	000	740	1,105	5//	1,025	4/8
1	Residential	5	8	6	5	8	8	6	5	8	9	17	4
	Low Income Residential	132	265	358	543	596	540	503	444	664	515	447	197
Ī	Small C&I	0	0	2	3	21	27	69	190	285	707	427	485
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total (Control of the Control of the	137	273	366	551	625	575	578	639	957	1,231	891	686
18	Number of customers, by customer class, dropping off an AMP program during the period	0	0	0	0	0	0	0	0	0	0	0	0
	Residential Low Income Residential	958	463	357	459	433	232	292	356	400	464	613	813
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
j	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	958	463	357	459	433	232	292	356	400	464	613	813
19	Number of customers enrolling in the low-income discount rate program during the period												
Į	Residential	01 272	01 247	01 153	0 578	01.736	01 427	04.460	0 02 257	02.555	0	02.000	0 01 201
	Low Income Residential Small C&I	91,272	91,347 0	91,152	92,578 0	91,736 0	91,437	94,469	93,257	93,565	94,500	93,900	94,394
ŀ	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	94,394
20	Number of customers dropping off the low-income discount rate program during the period												
Ī	Residential	Unable to Obtain	n Data										
	Low Income Residential												
	Small C&I												
	Medium / Large C&I Streetlights												
ŀ	Total												
ľ													
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	4,729	4,696	4,661	4,602	4,537	4,443	4,384	4,325	2,754	2,682	2,629	2,572
	Medium / Large C&I	81	80 2	78 2	79 2	78 2	76 2	75 2	75 2	62	63	60	59
ŀ	Streetlights Total	4,812	4,778								2	2	
ŀ	Number of customers, by customer class, required to submit new deposits or increased deposits during the	4,012	7,770		4 683			-		2 212	2 747	2 691	2 633
22				4,741	4,683	4,617	4,521	4,461	4,402	2 2,818	2 2,747	2 <b>2,691</b>	2,633
j	period			4,741	4,683			-				-	2,633
	Residential	0	0	0	0	<b>4,617</b>	<b>4,521</b>	<b>4,461</b>	4,402	<b>2,818</b>	2,747	<b>2,691</b>	0
į	Residential Low Income Residential	0	0	0	0	<b>4,617</b> 0 0	<b>4,521</b> 0 0	4,461 0 0	<b>4,402</b> 0 0	<b>2,818</b> 0 0	0 0	2,691 0 0	0
	Residential Low Income Residential Small C&I	0	0 262	0 0 0	0 0 25	0 0 44	0 0 35	0 0 0 54	0 0 30	0 0 47	0 0 48	2,691 0 0	0 0 37
	Residential Low Income Residential Small C&I Medium / Large C&I	0 0	0 262 6	0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54	0 0 0 30	0 0 47 2	0 0 48 2	2,691 0 0 17 7	0 0 37 3
	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	0 0 0	0 262 6 0	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
	Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total	0 0	0 262 6	0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54	0 0 0 30	0 0 47 2	0 0 48 2	2,691 0 0 17 7	0 0 37 3
	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the	0 0 0	0 262 6 0	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total	0 0 0	0 262 6 0 268	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential	0 0 0 0	0 262 6 0 268	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low income Residential Small C&I Sma	0 0 0 0	0 262 6 0 268	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I	0 0 0 0	0 262 6 0 268	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Streetlights	0 0 0 0	0 262 6 0 268	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total	0 0 0 0	0 262 6 0 268	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period	0 0 0 0 0	0 262 6 0 268	0 0 0 0 0 0	0 0 25 1 0 26	4,617 0 0 44 6 0 50	4,521 0 0 0 35 9 0 44	4,461 0 0 0 54 1 0 55	4,402 0 0 0 30 0 0 30 30	2,818 0 0 0 47 2 0 49	2,747 0 0 48 2 0 50	2,691 0 0 17 7 0 24	0 0 37 3
23	Residential Low Income Residential Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential	0 0 0 0	0 262 6 0 268	0 0 0 0	0 0 25 1 0 26	4,617 0 0 0 44 45 0 50	0 0 0 35 9	4,461 0 0 0 54 1 0 55	4,402 0 0 0 30 0	0 0 47 2	2,747 0 0 0 48 2 0 50	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period	0 0 0 0 0 Unable to Obtain	0 262 6 0 268	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 25 1 0 26	4,617 0 0 44 6 0 50	4,521 0 0 0 0 35 9 0 44	4,461 0 0 0 54 1 0 55	4,402 0 0 0 30 0 0 30 0	2,818 0 0 47 2 0 49	2,747 0 0 48 2 0 50	2,691 0 0 0 17 7 0 24	0 0 37 3 0 40
23	Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were reduced in part or foregone during the period Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential Low income Residential	Unable to Obtain	0 262 6 0 268 1 Data 0 0 0 0 291	0 0 0 0 0 0 0	0 0 25 1 1 0 26	4,617 0 0 44 6 0 50	4,521 0 0 0 3 35 9 0 0 44	4,461 0 0 5 54 1 0 0 5 5 5 6 0 0 0 0 0 0 0 0 0 0 0 0 0	4,402 0 0 30 0 30 30 0 0 0 0	2,818 0 0 47 2 0 49	2,747 0 0 48 2 0 50	2,691 0 0 17 7 0 24	0 0 377 3 3 0 40
23	Residential  Small C&I  Small C&I  Medium / Large C&I  Streetlights  Total  Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period  Residential  Low Income Residential  Streetlights  Total  Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period  Residential  Streetlights  Total  Number of customers, by customer class, whose deposits were returned in full during the period  Residential  Low Income Residential  Small C&I  Small	Unable to Obtain	0 262 6 0 268 1 Data 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 25 1 0 26	4,617 0 0 44 6 0 50 0 0 0 109	0 0 0 3 35 9 0 44 44	0 0 0 54 1 1 0 55 55	0 0 0 30 0 30 0 0 0 0 0 0 0 0 0 0 0 0 0	2,818 0 0 47 2 0 49 49 0 0 1,618	2,747 0 0 48 2 0 50 0 0 120	2,691 0 0 0 17 7 0 24 0 0 0 0 0 0 0 0 17 17 7 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 37 3 0 40

							20	21					
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	959,912	959,647	961,078	963,353	961,143	962,877	962,105	956,213	966,178	941,607	987,184	962,506
	Low Income Residential	94,295	95,430	96,547	97,375	97,808	97,685	97,848	97,759	98,064	95,841	98,617	97,338
	Small C&I	161,273	161,043	161,814	161,787	162,053	162,634	161,049	160,873	161,690	158,349	164,778	160,692
	Medium / Large C&I	4,974	4,903	5,000	4,816	4,912	4,949	5,009	4,911	4,998	4,986	4,950	4,990
	Streetlights	13,165	13,130	13,153	13,130	13,131	13,082	13,092	13,030	13,167	13,096	13,087	13,069
	Total	1,233,619	1,234,153	1,237,592	1,240,461	1,239,047	1,241,227	1,239,102	1,232,786	1,244,097	1,213,878	1,268,616	1,238,596
2	Number of customers, by customer class, disconnected during the period		, , , , ,	, . ,		, ,		, ,	, , , , ,	, ,		,,	, ,
-	Residential	0	0	0	0	0	0	599	1,457	2,178	1,219	785	369
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	162	82	124	96	90	84	76	70	73	41	78	44
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	162	82	124	96	90	84	675	1,527	2,251	1,260	863	413
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period	102	- 02		50	30	0.4	0,3	2,527	2,251	2,200	555	415
3.1	Residential	0	0	2	62,884	30,985	3,538	12,354	26,415	36,287	30,362	38,923	45,751
	Low Income Residential	0	0	0	21,099	9,770	3,338	5,721	6.885	7,507	6,640	2,959	142
	Small C&I	5.585	5,567	6.080	4.687	3,817	4.099	5,721	5,486	5.808	4,640	4,957	5,558
	Smail C&I Medium / Large C&I	5,585	5,567	6,080	4,687	3,817	4,099	5,421	5,486	5,808	4,640	4,957	5,558
	Streetlights	9	12	12	33	12	12	39	38	41	28	10	32
	Total	5,594	5,579	6.094	88,703	44.584	7,738	23,535	38.824	49.643	41,670	46.849	51,483
	Total	3,334	3,373	0,034	88,703	44,364	7,730	23,333	38,824	45,043	41,070	40,043	31,463
2.2	N												
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period			_	_								
	Residential	0	0	1	2	0	1	3,220	11,891	15,519	14,538	15,142	25,197
	Low Income Residential	0	0	0	0	0	0	167	5,255	4,608	3,792	2,012	118
	Small C&I	3,008	2,641	2,981	2,385	1,841	2,207	2,324	2,155	2,872	2,515	2,694	2,635
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	7	8	10	13	9	9	30	16	34	18	19	19
	Total	3,015	2,649	2,992	2,400	1,850	2,217	5,741	19,317	23,033	20,863	19,867	27,969
4	Number of customers, by customer class, reconnected during the period												
	Residential	0	0	0	0	0	0	466	779	1,389	876	551	429
	Low Income Residential	0	0	0	0	0	0	26	424	659	367	163	14
	Small C&I	77	65	90	66	51	53	40	35	26	16	51	34
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0 <b>65</b>	0	0	0	0 <b>53</b>	532	0	0	0	0	0 477
	Total	77											
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders		- 03	90	66	51	33	332	1,238	2,074	1,259	765	4//
			- 03	90	66	51	33	332	1,238	2,074	1,259	765	477
5	completed during the same period												
5	completed during the same period Residential	0	0	0	0	0	0	367	649	1,186	765	479	357
5	completed during the same period Residential Low Income Residential	0	0	0	0	0	0	367 24	649 361	1,186 576	765 312	479 129	357 12
5	completed during the same period Residential Low Income Residential Small C&I	0 71	0 0 65	0 0 85	0 0 61	0 0 50	0 0 51	367 24 38	649 361 34	1,186 576 25	765 312 16	479 129 48	357 12 34
5	completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I	0 71 0	0 0 65	0 0 85 0	0 0 61 0	0 0 50	0 0 51	367 24 38 0	649 361 34 0	1,186 576 25	765 312 16 0	479 129 48 0	357 12 34 0
5	completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	0 71 0 0	0 0 65 0	0 0 85 0	0 0 61 0	0 0 50 0	0 0 51 0	367 24 38 0	649 361 34 0	1,186 576 25 0	765 312 16 0	479 129 48 0	357 12 34 0
5	completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	0 71 0	0 0 65	0 0 85 0	0 0 61 0	0 0 50	0 0 51	367 24 38 0	649 361 34 0	1,186 576 25	765 312 16 0	479 129 48 0	357 12 34 0
5	completed during the same period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Streetlights  Total  Number of customers, by customer class, assessed credit card fees or charges during the period	0 71 0 0 71	0 0 65 0 0	0 0 85 0 0	0 0 61 0 0	0 0 50 0 0 50	0 0 51 0 0	367 24 38 0 0	649 361 34 0 0	1,186 576 25 0 0 1,787	765 312 16 0 0 1,093	479 129 48 0 0 656	357 12 34 0 0
6	completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential	0 71 0 0 71 71	0 0 65 0 0 65	0 0 85 0 0 85	0 0 61 0 0 61	0 0 50 0 0 50	0 0 51 0 0 51 26,768	367 24 38 0 0 429	649 361 34 0 0 1,044	1,186 576 25 0 0 1,787	765 312 16 0 0 1,093	479 129 48 0 0 656	357 12 34 0
6	completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential	0 71 0 0 71 71 25,606	0 0 65 0 0 65	0 0 85 0 0 85 27,361	0 0 61 0 0 61 25,848	0 0 50 0 0 50 50	0 0 51 0 0 51 26,768	367 24 38 0 0 429	649 361 34 0 0 1,044 31,502	1,186 576 25 0 0 1,787 34,184	765 312 16 0 0 1,093 35,995	479 129 48 0 0 656 33,691	357 12 34 0 0 403 34,063
6	completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential	0 71 0 0 71 71 25,606 0 1,110	0 0 65 0 0 65 23,539 0	0 0 85 0 0 85 27,361 0 1,123	0 0 61 0 0 61 25,848 0	0 0 50 0 0 50 50 26,013 0 913	0 0 51 0 0 51 26,768 0	367 24 38 0 0 429 28,866 0 978	649 361 34 0 0 1,044 31,502 0 959	1,186 576 25 0 0 1,787 34,184 0 970	765 312 16 0 0 1,093 35,995 0	479 129 48 0 0 656 33,691 0	357 12 34 0 0 403 34,063 0 1,151
6	completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I	0 71 0 0 71 71 25,606 0 1,110 46	0 0 65 0 0 65 23,539 0 924	0 0 85 0 0 85 27,361 0 1,123 46	0 0 61 0 0 61 25,848 0 974 40	0 0 50 0 0 0 50 26,013 0 913	0 0 51 0 0 51 26,768 0 952 34	367 24 38 0 0 429 28,866 0 978 27	649 361 34 0 0 1,044 31,502 0 959 32	1,186 576 25 0 0 1,787 34,184 0 970 31	765 312 16 0 0 1,093 35,995 0 1,139 66	479 129 48 0 0 656 33,691 0 1,066	357 12 34 0 0 403 34,063 0 1,151 86
6	completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Streetlights Streetlights Streetlights Streetlights	0 71 0 0 71 25,606 0 1,110 46	0 0 65 0 0 65 23,539 0 924 39	0 0 85 0 0 85 27,361 0 1,123 46	0 0 61 0 0 61 25,848 0 974 40	0 0 50 0 0 50 50 26,013 0 913 37	0 0 51 0 0 51 26,768 0 952 34	367 24 38 0 0 429 28,866 0 978 27	649 361 34 0 0 1,044 31,502 0 959 32 5	1,186 576 25 0 0 1,787 34,184 0 970 31	765 312 16 0 0 1,093 35,995 0 1,139 66 6	479 129 48 0 0 656 33,691 0 1,066 75 6	357 12 34 0 0 403 34,063 0 1,151 86
6	completed during the same period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Streetlights  Total  Low Income Residential  Streetlights  Total  Low Income Residential  Low Income Residential  Medium / Large C&I  Streetlights  Total	0 71 0 0 71 71 25,606 0 1,110 46	0 0 65 0 0 65 23,539 0 924	0 0 85 0 0 85 27,361 0 1,123 46	0 0 61 0 0 61 25,848 0 974 40	0 0 50 0 0 0 50 26,013 0 913	0 0 51 0 0 51 26,768 0 952 34	367 24 38 0 0 429 28,866 0 978 27	649 361 34 0 0 1,044 31,502 0 959 32	1,186 576 25 0 0 1,787 34,184 0 970 31	765 312 16 0 0 1,093 35,995 0 1,139 66	479 129 48 0 0 656 33,691 0 1,066	357 12 34 0 0 403 34,063 0 1,151 86
6	completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Small C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period	0 71 0 0 71 71 25,606 0 1,110 46 5 26,767	0 0 65 0 0 65 23,539 0 924 39 1 1 24,503	0 0 85 0 0 85 27,361 0 1,123 46 4 4 28,534	0 0 61 0 0 61 25,848 0 974 40 9 26,871	0 0 50 0 0 50 26,013 0 913 37 8 26,971	0 0 51 0 51 26,768 0 952 34 8 27,762	367 24 38 0 0 429 28,866 0 978 27 7	649 361 34 0 0 1,044 31,502 0 959 32 5 32,498	1,186 576 25 0 1,787 34,184 0 970 31 8 35,193	765 312 16 0 0 1,093 35,995 0 1,139 66 6 6	479 129 48 0 0 656 33,691 0 1,066 75 6	357 12 34 0 0 403 34,063 34,151 86 8 8
6	completed during the same period Residential Low Income Residential Small C&I Medium/ Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Number of customers, by customer class, assessed late payment fees or charges during the period Residential	0 71 0 0 71 25,606 0 1,110 46 5 26,767	0 0 65 0 0 65 23,539 0 924 39 1 24,503	0 0 85 0 0 85 27,361 0 1,123 46 4 28,534	0 0 61 0 0 61 25,848 0 974 40 9 26,871	0 0 0 50 0 0 50 26,013 0 913 37 8 26,971	0 0 51 0 0 51 26,768 0 952 34 8 27,762	367 24 38 0 0 429 28,866 0 978 27 7 29,878	649 361 34 0 0 1,044 31,502 0 959 32 5 32,498	1,186 576 25 0 0 1,787 34,184 0 970 31 8 35,193	765 312 16 0 0 1,093 35,995 0 1,139 66 6 37,206	479 129 48 0 0 656 33,691 0 1,066 75 6 34,838	357 12 34 0 0 403 34,063 0 1,151 86
6	completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Low Income Residential	0 71 0 0 71 71 25,606 0 1,110 46 5 26,767	0 0 0 65 0 0 0 65 23,539 0 924 39 1 24,503	0 0 85 0 0 0 85 27,361 0 1,123 46 4 28,534	0 0 0 61 0 0 61 25,848 0 974 40 9 26,871	0 0 0 0 0 0 50 50 26,013 0 913 37 8 26,971	0 0 0 51 0 0 51 26,768 0 952 34 8 27,762	367 24 38 0 0 429 28,866 0 978 27 7 7 29,878	649 361 34 0 0 1,044 31,502 0 959 32 5 32,498 0 0	1,186 576 25 0 0 1,787 34,184 0 970 31 8 35,193	765 312 16 0 1,093 35,995 0 1,139 66 6 37,206 0 0	479 129 48 0 0 656 33,691 0 1,066 75 6 34,838	357 12 34 0 0 403 34,063 0 1,151 86 8 8 35,308
6	completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	0 71 0 0 0 71 25,606 0 1,110 46 5 26,767	0 0 65 0 0 65 23,539 924 39 1 24,503	0 0 0 85 0 0 0 85 27,361 0 1,123 46 4 28,534	0 0 0 61 0 0 0 61 25,848 0 974 40 9 26,871	0 0 50 0 0 50 50 26,013 0 913 337 8 26,971	0 0 0 51 0 0 0 51 26,768 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	367 24 38 0 0 0 429 28,866 0 978 27 7 29,878	649 361 34 0 0 1,044 31,502 0 9599 32 5 32,498	1,186 576 25 0 0 1,787 34,184 0 970 311 8 35,193	765 312 16 0 0 1,093 35,995 0 1,139 66 6 37,206	479 129 48 0 0 656 33,691 0 1,066 75 6 34,838 0 0	357 12 34 0 0 403 34,063 0 1,1551 86 8 35,308
6	completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I	0 71 0 0 71 71 25,606 0 1,110 46 5 26,767	0 0 65 0 0 65 23,539 0 924 39 1 1 24,503	0 0 0 85 0 0 0 1,123 46 4 28,534	0 0 0 61 0 0 61 25,848 0 974 40 9 9 26,871	0 0 0 50 0 0 26,013 0 913 37 8 26,971	0 0 0 51 0 0 51 26,768 0 952 34 8 27,762	367 24 38 0 0 429 28,866 0 978 27 7 7 29,878	31,502 353 34,00 0,00 1,044 31,502 959 32 32 32,498	1,186 576 25 0 0 1,787 34,184 0 970 31 8 35,193	765 312 16 0 0 1,093 35,995 0 1,139 66 37,206	479 129 48 0 0 556 33,691 0 1,066 75 6 34,838	357 12 34 0 0 403 34,063 34,063 1,151 86 8 8 35,308
6	completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	0 71 0 0 0 71 25,606 0 1,110 46 5 26,767	0 0 65 0 0 65 23,539 924 39 1 24,503	0 0 0 85 0 0 0 85 27,361 0 1,123 46 4 28,534	0 0 0 61 0 0 0 61 25,848 0 974 40 9 26,871	0 0 50 0 0 50 50 26,013 0 913 337 8 26,971	0 0 0 51 0 0 0 51 26,768 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	367 24 38 0 0 0 429 28,866 0 978 27 7 29,878	649 361 34 0 0 1,044 31,502 0 9599 32 5 32,498	1,186 576 25 0 0 1,787 34,184 0 970 311 8 35,193	765 312 16 0 0 1,093 35,995 0 1,139 66 6 37,206	479 129 48 0 0 656 33,691 0 1,066 75 6 34,838 0 0	357 12 34 0 0 403 34,063 0 1,1551 86 8 35,308

							20	21					
	EMA Electric	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
8	payment arrangements (excluding Newstart and Covid AMP)												
	Residential	4,219	3,230	2,955	2,593	2,594	3,650	5,295	7,119	7,414	9,532	10,413	10,817
	Low Income Residential	480	388	355	323	312	420	626	880	801	1,012	1,473	1,640
	Small C&I Medium / Large C&I	0	0	0	0	0	6	8	11 0	7 0	15 0	18 0	30
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	4,700	3,618	3,311	2,917	2,907	4,076	5,929	8,010	8,222	10,559	11,904	12,487
	Number of customers by customer class, completing deferred payment arrangements during the	1,7:00	5,222	5,522	_,	_,	1,010	0,010	2,020		20,000		
9	period(excluding Newstart and Covid AMP)												
	Residential	168	126	206	172	171	263	195	229	263	284	380	359
	Low Income Residential	34	16	44	39	18	36	54	68	46	50	128	199
	Small C&I	0	0	0	1	0	0	0	3	0	4	2	2
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0	0 142	0 <b>250</b>	0 <b>212</b>	0 189	0 299	249	300	309	0 338	510	0 <b>560</b>
		202	142	250	212	189	299	249	300	309	338	510	560
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)												
10	Residential	987	863	906	1,168	2,034	3,605	3,834	4,238	6,866	6,711	5,015	5,902
	Low Income Residential	102	111	122	124	185	439	555	388	796	1,397	1,153	747
	Small C&I	0	1	2	2	5	2	3	4	14	13	17	21
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,089	975	1,030	1,294	2,224	4,046	4,392	4,630	7,676	8,121	6,185	6,670
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
11	(excluding Newstart and Covid AMP)	16	0	20	16	27		58	00	0.5	00		
	Residential Low Income Residential	16 2	8	20	16	27	66		90	95 17	88 22	69 7	41
	Small C&I	0	0	0	0	5 1	7	6	7 0		0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	18	10	21	17	33	73	64	97	112	110	76	43
	Number of customers taking service at the beginning of the period under existing hardship protections ( O												
12	exceptions with expiry March 31 ) or M , Y and S protections												
	Residential	10,337	10,463	10,587	7,184	6,828	7,420	7,187	7,353	7,110	6,982	7,105	8,254
	Low Income Residential	44,746	45,112	46,111	4,790	4,685	5,098	5,171	5,497	5,965	6,179	6,391	45,268
	Small C&I	0	0	0	0	0	9	0	0	0	1 0	0	0
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	55,083	55,575	56.698	11.975	11,518	12,527	12,358	12.850	13,076	13,162	13.496	53.522
13	Number of customers completing hardship protections or M Y and S protections during the period	55,555	20,212				,					20,100	55,522
	Residential	34	16	3,303	67	78	107	135	135	149	149	158	167
	Low Income Residential	221	160	46,697	295	185	174	182	215	287	475	397	364
	Small C&I	0	0	0	1	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	255	176	50,000	363	263	281	317	350	436	624	555	531
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period												
14	Residential	125	102	102	130	123	167	200	223	238	191	746	411
	Low Income Residential	1,148	1,363	808	421	346	381	407	858	690	604	43,168	1,572
	Small C&I	0	0	0	6	2	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,273	1,465	910	557	471	548	607	1,081	928	795	43,914	1,983
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	57 0	80	108	190	194	158 0	196 0	256 0	264	343 0	204	148
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	5 <b>7</b>	80	108	190	194	158	196	256	264	343	204	148
		3/	OU	108	150	174	138	130	230	204	343	204	140

	Ī						20	21					
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
16	Number of customers, by customer class, enrolling in an AMP program during the period					,							
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	644	655	1,055	2,185	2,697	2,526	2,136	2,921	2,619	1,930	1,513	559
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	644	655	1,055	2,185	2,697	2,526	2,136	2,921	2,619	1,930	1,513	559
17	Number of customers, by customer class, re-enrolling in an AMP program during the period Residential	1	2	2	4	2	7	8	14	9	7	5	4
	Low Income Residential	286	227	429	549	459	607	475	1,170	1,002	841	751	248
	Small C&I	536	377	427	253	184	229	209	148	177	154	177	180
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	823	606	858	806	645	843	692	1,332	1,188	1,002	933	432
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	619 0	459 0	482 0	404 0	499 0	645 0	1,090	1,195 0	1,236 0	1,975	1,989	2,238
	Small C&I (Total C&I) Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	619	459	482	404	499	645	1,090	1,195	1,236	1,975	1,989	2,238
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	95,293	95,857	97,164	97,219	97,427	98,552	98,847	97,326	98,255	97,752	98,263	92,469
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	95,293	95,857	97,164	97,219	9 <b>7,427</b>	98,552	98,847	97,326	98,255	97,752	98,263	92,469
20	Number of customers dropping off the low-income discount rate program during the period	95,293	95,657	97,104	97,219	97,427	96,552	38,847	97,320	36,233	91,152	98,203	92,469
20	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights												
	Total												
24													
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,508	2,485	2,459	2,452	2,431	2,401	2,357	2,365	2,362	2,350	2,349	2,337
	Medium / Large C&I	56	56	54	50	49	46	47	48	48	48	47	40
	Streetlights	2	2	2	2	2	2	2	2	2	2	2	2
	Total	2,566	2,543	2,515	2,504	2,482	2,449	2,406	2,415	2,412	2,400	2,398	2,379
	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period									_			
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	30	47	57	73	62	35	62	92	70	90	97	59
	Medium / Large C&I	1	3	0	0	2	0	2	2	1	1	1	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	31	50	57	73	64	35	64	94	71	91	98	59
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
23	period												
	Residential												
	Low Income Residential Small C&I												
	Smail C&I Medium / Large C&I												
	Streetlights				1								
	Total												
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	94	70	83	81	83	91	106	84	73	102	98	71
	Medium / Large C&I	4	3	2	4	3	4	1	1	1	1	2	7
	Streetlights Total	0 98	73	0 <b>85</b>	0 <b>85</b>	0 <b>86</b>	95	0 <b>107</b>	0 <b>85</b>	74	0 103	0 100	0 78
	.500	98	/3	85	85	86	95	107	85	/4	103	100	/8

							20	22					
ΕN	MA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1 Nu	umber of customers, by customer class												
Re	esidential	973,956	960,324	974,815	968,249	958,556	975,991	967,924	968,890	967,991	969,642	972,729	972,732
Lo	ow Income Residential	98,610	99,208	100,920	101,047	100,732	103,952	102,454	102,129	102,442	102,103	102,071	103,188
Sn	nall C&I	162,661	159,991	163,800	161,698	158,596	164,174	161,642	162,149	162,232	161,251	162,996	162,031
M	edium / Large C&I	5,045	4,838	4,918	4,965	5,005	5,123	5,005	4,962	5,000	5,017	5,008	5,024
	reetlights	13,072	12,984	13,043	13,006	12,949	13,095	12,998	12,982	12,999	12,984	12,960	12,930
To	otal	1,253,344	1,237,346	1,257,495	1,248,966	1,235,837	1,262,334	1,250,024	1,251,111	1,250,664	1,250,996	1,255,764	1,255,906
2 Nu	umber of customers, by customer class, disconnected during the period												
	esidential	206	468	1,377	1,545	2,189	2,108	2,085	3,121	3,238	3,128	1,437	198
	ow Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	mall C&I	64	67	111	56	30	65	46	53	32	42	106	73
	ledium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	reetlights	0	0	0	0	0	0	0	0	0	0	0	0
	otal	270	535	1,488	1,601	2,219	2,173	2,131	3,174	3,270	3,170	1,543	271
	umber of customers, by customer class receiving a 1st notice of disconnect during the period												
	esidential	41,709	36,250	53,731	10,889	10,336	45,037	33,304	47,003	46,395	44,613	40,141	18,608
	ow Income Residential	0	0	0	10,415	3,998	12,602	8,270	10,906	11,001	10,955	4,510	126
	mall C&I	5,507	4,825	6,900	4,673	4,597	5,294	4,664	6,002	5,721	5,966	5,216	5,227
	ledium / Large C&I	0 35	0 30	0 54	0 35	0 10	0 23	0 27	0 42	0 37	33	0 34	0 40
	reetlights otal	47,251	41,105	60,685	26,012	18,941	62,956	46,265	63,953	63,154	61,567	49,901	24,001
10	udi	47,251	41,105	00,085	20,012	16,941	02,950	40,205	03,953	65,154	01,507	49,901	24,001
2.2													
	umber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period esidential	18,839	19,552	26,179	18.875	8,513	10.398	20,317	20.785	21.770	23.136	22,707	11,464
	by Income Residential	10,039	19,552	20,179	3,841	4,515	4,235	6,661	6,026	6,095	6,420	2,815	95
	nall C&I	2,438	2,087	3,102	2,827	2,543	2,232	2,280	2,934	2,798	3,064	2,813	2,558
_	ledium / Large C&I	2,438	2,087	3,102	0	2,343	2,232	2,280	2,534	2,758	3,004	2,640	2,338
	reetlights	19	11	35	21	19	10	12	40	24	27	28	24
	otal	21,296	21,650	29,316	25,564	15,590	16,875	29,270	29,785	30,687	32,647	28,390	14,141
4 Nr	umber of customers, by customer class, reconnected during the period					,				20,001	,- :-		
	esidential	164	360	1,120	1,396	866	1,161	1,123	1,799	2,065	1,936	975	191
	ow Income Residential	0	0	0	22	1,253	597	494	751	838	842	388	15
Sn	nall C&I	41	39	59	36	21	49	32	35	18	29	60	53
M	ledium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
St <sup>-</sup>	reetlights	0	0	0	0	0	0	0	0	0	0	0	0
To	otal	205	399	1,179	1,454	2,140	1,807	1,649	2,585	2,921	2,807	1,423	259
	umber of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
	ompleted during the same period												
	esidential	159	349	1,007	1,206	715	1,109	1,074	1,702	2,011	1,869	942	183
	ow Income Residential	0	0	0	18	1,083	571	451	708	801	817	371	14
	mall C&I	40	39	57	34	19	48	30	34	17	28	57	50
	ledium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	reetlights otal												247
	umber of customers, by customer class, assessed credit card fees or charges during the period	199	388	1,064	1,258	1,817	1,728	1,555	2,444	2,829	2,714	1,370	247
				33,466	35,598	35,043	36,661	40,826	42,623	44,754	45,071	40,289	36,398
							30,001	40,020	42,023		43,071	40,289	30,398
Re	esidential	30,962	29,840				0	٥	0		0	0	
Re Lo	esidential ow Income Residential	0	0	0	0	0	1 305	1 282	1 460	0	0 1 556	1 456	Ū
Re Lo Sm	esidential ow Income Residential mall C&I	0 994	0 1,017	0 1,206	0 1,370	0 1,173	1,305	1,282	1,460	0 1,523	1,556	1,456	1,623
Re Lo Sm Me	esidential w Income Residential mall C&I edium / Large C&I	0 994 53	0 1,017 58	0 1,206 50	0 1,370 87	0 1,173 78	1,305 94	1,282 47	1,460 76	0 1,523 45	1,556 88	1,456 45	1,623 113
Re Lo Sn Mi	esidential ow Income Residential mall C&I	0 994 53 5	0 1,017 58 8	0 1,206 50 6	0 1,370 87 6	0 1,173 78 9	1,305 94 8	1,282 47 8	1,460 76 6	0 1,523 45 8	1,556 88 14	1,456 45 11	1,623 113 19
Re Lo Sm Mi Str To	esidential w Income Residential mali C&I edium / Large C&I restlights tal	0 994 53	0 1,017 58	0 1,206 50	0 1,370 87	0 1,173 78	1,305 94	1,282 47	1,460 76	0 1,523 45	1,556 88	1,456 45	1,623 113
Re Lo Sm Mi Str To 7 Nu	esidential  w Income Residential  mall C&I  ledium / Large C&I  reetlights  tal  umber of customers, by customer class, assessed late payment fees or charges during the period	0 994 53 5 32,014	0 1,017 58 8 30,923	0 1,206 50 6 34,728	0 1,370 87 6 37,061	0 1,173 78 9 36,303	1,305 94 8 38,068	1,282 47 8 <b>42,163</b>	1,460 76 6 44,165	0 1,523 45 8 46,330	1,556 88 14 46,729	1,456 45 11 41,801	1,623 113 19 38,153
Re Lo Sm Mi Str <b>To</b> 7 <b>Nu</b> Re	esidential  wo Income Residential  mall C&I  edium / Large C&I  reetlights  otal  umber of customers, by customer class, assessed late payment fees or charges during the period esidential	0 994 53 5 32,014	0 1,017 58 8 <b>30,923</b>	0 1,206 50 6 34,728	0 1,370 87 6 37,061	0 1,173 78 9 <b>36,303</b>	1,305 94 8 38,068	1,282 47 8 <b>42,163</b>	1,460 76 6 <b>44,165</b>	0 1,523 45 8 46,330	1,556 88 14 46,729	1,456 45 11 41,801	1,623 113 19 38,153
Re Lo Sm Mi Str To 7 Nu Re Lo	esidential  wincome Residential  mail C&I  redium / Large C&I  rectlights  tail  umber of customers, by customer class, assessed late payment fees or charges during the period  seidential  wincome Residential	0 994 53 5 32,014	0 1,017 58 8 <b>30,923</b> 0	0 1,206 50 6 34,728	0 1,370 87 6 37,061	0 1,173 78 9 36,303	1,305 94 8 38,068	1,282 47 8 <b>42,163</b> 0	1,460 76 6 <b>44,165</b>	0 1,523 45 8 46,330 0	1,556 88 14 46,729	1,456 45 11 41,801	1,623 113 19 38,153
Re Lo Sm Mi Str To 7 Nu Re Lo Sm	esidential  w Income Residential  mall C&I  ledium / Large C&I  reetlights  tal  umber of customers, by customer class, assessed late payment fees or charges during the period  sidential  w Income Residential  mall C&I	0 994 53 5 32,014 0 0 31,045	0 1,017 58 8 <b>30,923</b> 0 0 29,858	0 1,206 50 6 34,728 0 0 33,502	0 1,370 87 6 <b>37,061</b> 0 0 10,394	0 1,173 78 9 <b>36,303</b> 0 0 12,367	1,305 94 8 38,068 0 0 13,165	1,282 47 8 <b>42,163</b> 0 0 0 10,866	1,460 76 6 44,165 0 0 13,179	0 1,523 45 8 46,330 0 0 14,592	1,556 88 14 46,729 0 0 11,865	1,456 45 11 41,801 0 0 13,206	1,623 113 19 38,153 0 0
Re Lo Sm Mic Str. To NL Re Lo Sm Mic	esidential  wincome Residential  mail C&I  redium / Large C&I  rectlights  tail  umber of customers, by customer class, assessed late payment fees or charges during the period  seidential  wincome Residential	0 994 53 5 32,014	0 1,017 58 8 <b>30,923</b> 0	0 1,206 50 6 34,728	0 1,370 87 6 37,061	0 1,173 78 9 36,303	1,305 94 8 38,068	1,282 47 8 <b>42,163</b> 0	1,460 76 6 <b>44,165</b>	0 1,523 45 8 46,330 0	1,556 88 14 46,729	1,456 45 11 41,801	1,623 113 19 38,153

							20	22					
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
8	payment arrangements (excluding Newstart and Covid AMP)												
	Residential	10,412	8,711	9,603	9,386	10,578	8,797	7,084	8,378	8,193	8,120	7,929	8,558
	Low Income Residential	1,342	852	798	756	937	952	1,012	1,590	2,200	2,382	2,534	2,918
	Small C&I	28	33	45	44	54	59	49	50	40	36	32	44
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0 <b>11,782</b>	9,596	0 <b>10,446</b>	0 <b>10,186</b>	0 11,569	0	0 <b>8,145</b>	10,018	10,433	0 <b>10,538</b>	0 10,495	11.520
	Number of customers by customer class, completing deferred payment arrangements during the	11,/82	9,596	10,446	10,186	11,569	9,808	8,145	10,018	10,433	10,538	10,495	11,520
9	period(excluding Newstart and Covid AMP)												
,	Residential	326	297	420	419	448	484	396	392	282	367	415	390
	Low Income Residential	123	46	56	55	69	78	77	198	138	121	147	77
	Small C&I	1	2	7	9	5	7	2	8	3	3	8	3
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	450	345	483	483	522	569	475	598	423	491	570	470
40	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
10	(excluding Newstart and Covid AMP) Residential	4,728	3,869	5,465	5,273	3,931	3,630	4,821	5,963	4,851	5,615	5,955	5,383
	Low Income Residential	242	158	331	502	570	1,079	1,173	2,231	1,742	2,045	2,162	1,183
	Small C&I	23	27	331	302	38	29	31	2,231	25	2,043	47	50
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	4,993	4,054	5,829	5,805	4,539	4,738	6,025	8,222	6,618	7,686	8,164	6,616
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
11	(excluding Newstart and Covid AMP)												
	Residential	18	14	32	32	33	37	61	88	81	86	101	64
	Low Income Residential	2	1	3	8	9	13	33	43	40	36	30	5
	Small C&I	0	0	0	1	0	0	0	0	0	0	0	0
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	20	15	35	41	42	50	94	132	122	122	131	69
	Number of customers taking service at the beginning of the period under existing hardship protections ( O	20	15	- 55	72		30	34	152			101	- 03
12	exceptions with expiry March 31 ) or M , Y and S protections												
	Residential	9,108	7,920	9,114	6,695	6,950	7,018	6,515	7,234	6,921	7,229	7,133	8,055
	Low Income Residential	43,944	41,966	47,364	5,169	5,557	6,494	6,456	7,379	7,540	7,921	8,481	46,812
	Small C&I	0	0	6	2	0	3	4	5	4	7	5	5
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	53,052	49,886	56,484	11,866	12,507	13,515	12,975	14,618	14,465	15,157	15,619	54,872
13	Number of customers completing hardship protections or M Y and S protections during the period  Residential	131	128	153	2,487	177	129	169	172	187	227	243	147
	Low Income Residential	405	578	587	46,595	432	253	299	400	592	811	1,000	664
	Small C&I	0	0	0	40,393	0	233	2 2	1	0	0	1,000	004
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	536	706	740	49,097	609	384	470	573	779	1,038	1,243	811
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period												
	Residential	420	413	540	251	230	235	239	297	274	299	1,161	472
	Low Income Residential	1,410	1,422	2,041	703	1,237	829	688	879	910	1,145	48,006	1,960
	Small C&I	0	0	15	1	0	4	1	0	3	0	0	0
	Medium / Large C&l Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total Streetiights	1,830	1,835	2,596	955	1,467	1,068	928	1,177	1,187	1,444	49,167	2,432
15	Number of customers, by customer class, completing an AMP program during the period	1,030	1,033	2,333	333	1,707	1,000	720	1,177	1,10/	1,777	-3,107	2,732
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	190	292	364	426	451	430	379	268	244	202	150	133
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	190	292	364	426	451	430	379	268	244	202	150	133

							20	22					
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	282	10,324	530	1,589	3,690	1,907	2,201	1,346	1,320	1,597	1,190	540
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	282	10,324	530	1,589	3,690	1,907	2,201	1,346	1,320	1,597	1,190	540
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	106	1	6	6	21	7	7	13	10	12	11	2
	Low Income Residential	4,716	133	466	1,242	2,411	1,197	966	1,069	905	958	526	167
	Small C&I Medium / Large C&I	147 0	145 0	122 0	125 0	0	130	82 0	99	90	115 0	91	90
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	4,969	279	594	1,373	2,432	1,334	1,055	1,181	1,005	1,085	628	259
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	2,158	1,303	7,846	1,283	1,391	1,439	2,154	1,631	1,637	1,762	1,468	1,972
	Small C&I (Total C&I) Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2,158	1,303	7,846	1,283	1,391	1,439	2,154	1,631	1,637	1,762	1,468	1,972
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	98,476 0	99,695	101,418	102,445 0	102,422	103,551	102,759 0	101,843	102,886	102,532 0	103,639	104,193
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	98,476	99,695	101,418	102,445	102,422	103,551	102,759	101,843	102,886	102,532	103,639	104,193
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential												
	Low Income Residential Small C&I												
	Medium / Large C&I												
	Streetlights												
	Total												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,333	2,333	2,328	2,354	2,350	2,321	2,335	2,352	2,406	2,419	2,429	2,476
	Medium / Large C&I	44	41	42	41	42	42	44	43	46	47	49	42
	Streetlights	2	2	2	3	3	2	2	2	2	2	2	2
	Total	2,379	2,376	2,372	2,398	2,395	2,365	2,381	2,397	2,454	2,468	2,480	2,520
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	87	91	77	109	71	63	111	66	110	80	62	102
	Medium / Large C&I	4	0	1	0	3	0	3	0	3	2	2	5
	Streetlights Total	0 91	0 <b>91</b>	0 <b>78</b>	1 110	0 <b>74</b>	0 <b>63</b>	0 114	0 <b>66</b>	0 113	0 <b>82</b>	0 <b>64</b>	0 <b>107</b>
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the	91	31	78	110	74	03	114	00	113	82	04	107
23	period												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I Streetlights												
	Total												
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I Medium / Large C&I	91 0	91	99 0	83	75 2	92 0	97 1	49 1	56 0	67 1	52 0	45 1
	Streetlights	0	0	0	0	0	1	0	0	0	0	0	0
	Total	91	94	99	84	77	93	98	50	56	68	52	46
		,,,		33		•	,,,	50		30	- 00	,_	,0

	Ī						20	20					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	153,120	152,581	152,465	152,247	151,920	151,991	151,431	150,371	150,068	152,130	152,414	153,378
	Low Income Residential	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420
	Small C&I	21,577	21,576	21,594	21,602	21,574	21,683	21,715	21,722	21,768	21,883	21,903	21,932
	Medium / Large C&I	1,232	1,224	1,223	1,189	1,186	1,207	1,200	1,195	1,222	1,230	1,220	1,228
	Streetlights Total	4,549 <b>217,575</b>	4,547 <b>217,292</b>	4,546 <b>216,978</b>	4,550 <b>217,717</b>	4,540 <b>217,558</b>	4,548 <b>217,677</b>	4,542 <b>218,086</b>	4,534 <b>218,005</b>	4,528 <b>217,122</b>	4,522 <b>221,217</b>	4,553 <b>221,282</b>	4,516 <b>221,474</b>
2		217,575	217,292	216,978	217,/17	217,558	217,677	218,086	218,005	217,122	221,217	221,282	221,474
2	Number of customers, by customer class, disconnected during the period Residential	605	668	322	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	008	26	0	0	0	0	0	0	0	0	0
	Small C&I	15	10	5	0	0	0	0	0	0	0		7
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0		0
	Streetlights	0	0	0	0	0	0	0	0	0	0		0
	Total	620	678	353	0	0	0	0	0	0	0	27	7
3	Number of customers, by customer class, receiving disconnection notices during the period												
	Residential	8,020	7,920	4,415	0	0	0	0	0	1	1,709	108	0
	Low Income Residential	767	553	338	0	0	0	0	0	0	65	3	0
	Small C&I	1,320	1,127	720	1 0	0	0	0	0	207	596	483	974
	Medium / Large C&I Streetlights	69 91	65 84	23 57	0	0	0	0	0	16 15	56 50	26 28	60 51
	Total Total	10,267	9,749	5,553	1	0	0	0	0	239	2,476	648	1,085
4	Number of customers, by customer class, reconnected during the period	20,207	3,7-43	5,555	-			· ·			_,.,,	5.00	2,303
·	Residential	370	449	259	8	6	7	1	1	0	1	1	0
	Low Income Residential	102	71	43	0	2	0	1	0	1	2	0	0
	Small C&I	33	29	23	3	1	0	1	0	0	0	12	5
	Medium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	0
	Streetlights	2	0	0	0	0	0	0	0	0	0	1	0
	Total	507	549	326	11	9	7	3	1	1	3	14	5
5	Number of customers, by customer class, assessed reconnection fees or charges during the period												
	Residential	367	437	259	5 0	7	4	0	0	1	2	0	0
	Low Income Residential Small C&I	102 35	71 30	42 22	2	1	0	1	0	0	0	11	3
	Medium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	0
	Streetlights	2	0	0	0	0	0	0	0	0	0	0	0
	Total	506	538	324	7	10	4	3	0	1	2		7
6	Number of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	4,802	4,905	4,630	4,178	3,960	4,196	4,248	4,006	4,117	4,003	3,943	3,949
	Low Income Residential	2,618	2,773	2,755	3,033	3,032	3,143	3,219	2,816	3,037	2,772	2,538	2,423
	Small C&I	321	351	294	194	186	188	205	189	199	186	165	225
	Medium / Large C&I	15	11	13	8	9	9	10	11	9	12	13	11
	Streetlights Total	7,776	15 <b>8,055</b>	7,707	10 <b>7,423</b>	7,198	7,552	7,695	7,034	13 <b>7,375</b>	6,986	12 <b>6,671</b>	16 <b>6,624</b>
7	Number of customers, by customer class, assessed late payment fees or charges during the period	7,776	6,055	7,707	7,423	7,198	7,552	7,095	7,034	7,375	6,986	6,671	6,624
′	Residential	7	9	2	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,526	2,588	1,669	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	97	101	58	0	0	0	0	0	0	0	0	0
	Streetlights	239	235	158	0	0	0	0	0	0	0	0	0
	Total	2,869	2,933	1,887	0	0	0	0	0	0	0	0	0
_	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
8	payment arrangements	760	70-	70-	0.77	505				70.	0	077	4.0
	Residential	761 383	796 299	788 288	843 285	637 232	573	615	668 188	784	940 268	970 196	1,350
	Low Income Residential Small C&I	18	32	17	19	232	186 27	201 47	35	236 43	73	196	208 174
	Medium / Large C&I	3	2	2	3	0	1	5	4	45	3	6	9
	Streetlights	2	0	0	1	7	5	8	5	2	5	15	24
	Total	1,167	1,129	1,095	1,151	900	792	876	900	1,069	1,289	1,291	1,765
9	Number of customers by customer class, completing deferred payment arrangements during the period												
	Residential	1,158	1,493	1,042	276	233	195	182	153	140	139	153	143
	Low Income Residential	245	294	223	109	142	83	86	52	61	60	38	45
	Small C&I	257	241	161	11	12	12	24	13	10	26	71	73
	Medium / Large C&I	9	8 12	7	1 0	0	0	0	0	1	5 1	3 4	6
	Streetlights Total	1,680	2,048	1,437	397	388	290	294	219	213	231	269	271
	10111	1,000	2,046	1,437	37/	300	290	254	219	213	231	209	2/1

10 Numl Resid Low I Small Medi Stree Total 11 Numl Resid Low I Small	A Electric  aber of customers, by customer class, enrolling in new deferred payment arrangements during the period dential  lic & lium / Large C& li	1,587 344	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Resid Low I Small Medi Stree Total 11 Numl Resid Low I Small	dential Income Residential II C&I												
Resid Low I Small Medi Stree Total 11 Numl Resid Low I Small	dential Income Residential II C&I												l.
Low I Small Medi Stree Total 11 Numl Resid Low I Small	Income Residential		1.041	1 102	473	200	427	477	554	707	689	1.020	F2F
Small Medi Stree Total 11 Numl Resid Low I Small	II C&I		1,841 398	1,492 369	187	366 212	437 177	176	551 178	237	159	1,039 124	535 135
Medi Stree Total 11 Numl Resid Low I Small		284	242	169	28	21	39	35	36	60	94	192	167
11 Numl Resid Low I Small		8	8	9	0	1	4	0	0	0	9	11	7
11 Numl Resid Low I Small	etlights	11	12	6	5	0	4	3	0	5	12	13	8
Resid Low I Small		2,234	2,501	2,045	693	600	661	691	765	1,009	963	1,379	852
Low I Small	ber of customers, by customer class, renegotiating deferred payment arrangements during the period	56	79	61	21	16	12	10	21	27	34	47	63
Small	Income Residential	17	30	31	14	11	8	3	7	6	9	6	4
Medi		7	4	6	2	0	0	0	0	0	0	0	5
	ium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	0
Stree Total	etlights	0	0	0	0	0	0	1	0	1	0	2	0
Total		80	113	99	37	27	20	14	28	34	43	55	72
12 Numl	ber of customers taking service at the beginning of the period under existing hardship protections												I.
	dential	2,750	3,198	3,344	3,527	3,580	3,594	3,628	3,701	3,738	3,800	1,738	1,742
Low I	Income Residential	34,568	36,655	36,941	37,372	38,565	38,721	38,893	40,845	41,235	41,886	39,062	39,872
	C&	0	0	0	0	0	0	0	0	0	0	0	0
	ium / Large C&I etlights	0	0	0	0	0	0	0	0	0	0	0	0
Total		37,318	39,853	40,285	40,899	42,145	42,315	42,521	44,546	44,973	45,686	40,800	41,614
13 Numl	ber of customers completing hardship protections during the period												
	dential	16	158	23	27	27	6	4	24	12	3,820	79	1,001
	Income Residential	45	199	23	5	64	1	8	64	13	42,517	100	796
	II C&I ium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	etlights	0	0	0	0	0	0	0	0	0	0	0	0
Total		61	357	46	32	91	7	12	88	25	46,337	179	1,797
14 Numl	ber of customers enrolling in new hardship protections during the period												
	dential	465	305	204	80	37	39	83	60	71	42	1,803	86
Low I Small	Income Residential	2,112	512 0	449 0	1,197 0	213	171	1,977	455 0	650 0	638 0	39,917	804 0
	ium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	etlights	0	0	0	0	0	0	0	0	0	0	0	0
Total		2,577	817	653	1,277	250	210	2,060	515	721	680	41,720	890
	ber of customers, by customer class, completing an AMP program during the period												
	dential Income Residential	0 55	0 41	0 42	0 53	0 66	0 100	0 62	0 55	0 51	0 32	0 45	0 14
	II C&I	0	0	0	0	0	0	0	0	0	0	0	0
	ium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	etlights	0	0	0	0	0	0	0	0	0	0	0	0
Total		55	41	42	53	66	100	62	55	51	32	45	14
	ber of customers, by customer class, enrolling in an AMP program during the period dential	0	0	0	0	0	0	0	0	0	0	0	0
	Income Residential	138	168	184	261	368	231	249	317	281	235	161	143
	II C&I	0	0	0	0	0	0	0	0	0	0	0	0
	ium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Stree Total	etlights	0 138	0 168	0 184	0 <b>261</b>	0 <b>368</b>	0 <b>231</b>	0 <b>249</b>	0 <b>317</b>	0 <b>281</b>	0 <b>235</b>	0 <b>161</b>	0 143
	ber of customers, by customer class, re-enrolling in an AMP program during the period	138	108	184	261	308	231	249	31/	281	235	161	143
	dential	0	0	0	0	0	0	0	0	0	0	0	0
Low I	Income Residential	10	5	7	13	12	7	5	7	10	9	15	10
Small		0	0	0	0	0	0	0	0	0	0	0	0
	ium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Total	etlights	10	0 <b>5</b>	7	0 13	0 12	7	5	0 <b>7</b>	10	9	15	10
	Iber of customers, by customer class, dropping off an AMP program during the period	23			13	12	,		- 1	20	,		10
	dential	0	0	0	0	0	0	0	0	0	0	0	0
	Income Residential	453	265	122	167	130	98	179	213	222	190	168	323
	Il C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	ium & Large C&I (not available) etlights	0	0	0	0	0	0	0	0	0	0	0	0
		453	265	122	167	130	98	179	U	U	U	U	323

							20	20					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	120	122	11	47	7	10	18	26	97	72	468	782
	Low Income Residential	102	111	11	49	20	9	28	52	51	63	382	342
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	222	233	22	96	27	19	46	78	148	135	850	1,124
	Number of customers, by customer class, with required deposits with the company at the beginning of the												
21	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	57	50	31	36	33	28	28	27	18	20	32	28
	Medium / Large C&I	0	0	2	2	1	0	5	4	4	1	2	0
	Streetlights	1	1	2	1	1	0	4	1	2	0	2	2
	Total	58	51	35	39	35	28	37	32	24	21	36	30
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the period												
22	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	44	33	37	15	14	27	16	19	34	25	31	29
	Medium / Large C&I	2	0	1	0	1	7	10	1	2	23	5	4
	Streetlights	1	5	2	1	0	4	2	2	1	1	4	0
	Total	47	38	40	16	15	38	19	22	37	28	40	33
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the	4,	30	40	10	13	30	13		3,	20		
23	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	3	3	8	5	2	1	2	3	14	2	3	4
	Medium / Large C&I	0	0	1	0	0	0	0	1	0	2	1	0
	Streetlights	1	0	0	1	0	0	1	0	0	0	0	0
	Total	4	3	9	6	2	1	3	4	14	4	4	4
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	48	26	42	15	17	21	27	16	413	33	21	25
	Medium / Large C&I	1	0	2	1	2	1	0	2	11	2	1	1
	Streetlights	1	0	0	0	3	1	0	0	25	3	0	3
	Total	50	26	44	16	22	23	27	18	449	38	22	29

	Γ						202	1					
	WMA Electric	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	153,559	152,872	152,090	155,961	154,817	154,429	154,482	154,193	153,869	153,810	153,808	154,723
	Low Income Residential	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	40,403
	Small C&I	21,962	21,977	21,969	21,937	21,941	22,009	22,046	22,510	22,080	22,077	22,067	22,060
	Medium / Large C&I	1,203	1,215	1,232	1,222	1,235	1,243	1,230	1,236	1,228	1,228	1,208	1,224
	Streetlights Total	4,528 <b>221,767</b>	4,521 <b>221,842</b>	4,518 <b>221,150</b>	4,521 <b>222,112</b>	4,514 <b>222,056</b>	4,508 <b>222,445</b>	4,495 <b>222,470</b>	4,499 <b>223,044</b>	4,493 <b>222,210</b>	4,474 222,634	4,564 <b>222,781</b>	4,541 <b>222,951</b>
2		221,/6/	221,842	221,150	222,112	222,056	222,445	222,470	223,044	222,210	222,634	222,781	222,951
2	Number of customers, by customer class, disconnected during the period Residential	0	0	0	0	0	0	271	632	1,843	784	506	292
	Low Income Residential	0	0	0	0	0	0	0	0	1,843		0	
	Small C&I	36	30	14	27	7	16	16	19	19		9	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0		0	
	Streetlights	0	0	0	0	0	0	0	0	0		0	
	Total	36	30	14	27	7	16	287	651	1,862	797	515	
3	Number of customers, by customer class, receiving disconnection notices during the period									,			
	Residential	0	0	0	0	0	1,244	2,667	6,335	6,955	5,301	7,060	10,052
	Low Income Residential	0	0	0	0	0	0	1,247	4,107	2,764	2,296	1,266	155
	Small C&I	1,022	398	908	670	637	734	695	732	785	648	647	1,178
	Medium / Large C&I	70	22	51	34	23	60	41	44	50	35	46	97
	Streetlights	72	23	52	42	42	47	47	51	66	43	50	97
	Total	1,164	443	1,011	746	702	2,085	4,697	11,269	10,620	8,323	9,069	11,579
4	Number of customers, by customer class, reconnected during the period												
	Residential	0	0	0	0	0	0	70	182	706	378	295	209
	Low Income Residential	0	0	0	0	0	0	10	119	541	281	144	49
	Small C&I	16	21	11	22	9	10	8	15	15	18	15	23
	Medium / Large C&I	1	0	0	0	0	0	0	0	0		0	
	Streetlights	0	0	0	1	1	2	0	0	0		0	
	Total	17	21	11	23	10	12	88	316	1,262	677	454	283
5	Number of customers, by customer class, assessed reconnection fees or charges during the period												
	Residential	0	0	0	0	0	0	65	150	691	378	288	226
	Low Income Residential	0	0	0	0	0	0	14	146	538	279	146	35
	Small C&I	15	6	10	23	9	11	9	15	15		11	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0		0	
	Streetlights Total	16	0 6	0 <b>10</b>	23	0 <b>9</b>	2 13	0 <b>88</b>	0 <b>311</b>	0 1,244	0 668	0 445	
6	Number of customers, by customer class, assessed credit card fees or charges during the period	10	U	10	23	9	13	88	311	1,244	008	443	201
0	Residential	4,194	4,019	4,748	4,179	4,002	4,264	4,616	5,169	5,769	6,093	6,081	5,852
	Low Income Residential	2,958	2,662	3,251	2,906	2,700	2.940	3,143	3,404	3,856	4,027	3,823	3,087
	Small C&I	250	233	235	239	213	235	191	241	245	208	303	361
	Medium / Large C&I	10	10	12	11	12	13	13	11	11	14	26	29
	Streetlights	13	17	11	12	12	17	18	17	15	22	25	20
	Total	7,425	6,941	8,257	7,347	6,939	7,469	7,981	8,842	9,896	10,364	10,258	9,349
7	Number of customers, by customer class, assessed late payment fees or charges during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	(
	Small C&I	0	0	0	0	0	0	0	0	0		0	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0		0	
	Streetlights	0	0	0	0	0	0	0	0	0		0	
	Total	0	0	0	0	0	0	0	0	0	0	0	922
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred	Т	T	T	T		T		T		1		
8	payment arrangements												
	Residential	864	675	481	817	695	720	1,372	1,473	1,811	3,184	2,915	2,359
	Low Income Residential	163	135	116	191	172	214	334	330	450	588	607	452
	Small C&I	149	159	131	177	140	114	88	72	62	106	100	88
	Medium / Large C&I	6 20	9 17	7	8 27	5	7 17	2	4 8	2	0	0	3
	Streetlights Total	1,202	995	746	1,220	16 1,028	1,072	10 <b>1,806</b>	1,887	2,330		3,631	2,909
		1,202	335	746	1,220	1,028	1,072	1,005	1,00/	2,330	3,060	3,031	2,905
9	Number of customers by customer class, completing deferred payment arrangements during the period												
9	Residential	160	134	186	155	116	163	244	364	824	847	704	900
	Low Income Residential	72	45	103	64	45	50	64	102	268	277	187	116
					127	65	79	114	102	105			124
		1/17											
	Small C&I	142	100	78 3							127 4	121	
		142 8 5	100	3	0	1 5	3	2	4 7	4		2	6

							202	1					
F	NMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
F													
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period	481	452	684	489	733	1,488	1,272	2,510	3,299	2,400	2,187	2,313
ľ	Residential .ow Income Residential	166	141	181	158	229	572	275	503	1,303	701	536	2,313
	imall C&I	239	186	187	185	119	145	162	165	171	170	177	174
	Medium / Large C&I	14	5	6	1	4	3	6	4	3	4	4	10
	treetlights	11	16	7	15	12	20	12	11	7	12	12	7
-	Fotal State of the	911	800	1,065	848	1,097	2,228	1,727	3,193	4,783	3,287	2,916	2,780
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period	29	11	15	18	22	48	12	80	191	133	149	134
-	ow Income Residential	5	3	5	7	6	8	5	10	72	43	45	26
	Small C&I	3	7	3	1	2	12	3	6	5	0	6	5
	Medium / Large C&I	0	0	1	1	1	0	0	0	1	0	0	0
· ·	otreetlights Fotal	0 <b>37</b>	0 <b>21</b>	1 <b>25</b>	0 <b>27</b>	1 32	0 <b>68</b>	0 <b>20</b>	97	0 <b>269</b>	0 176	200	0 165
	Utai	3/	21	25	21	32	68	20	97	269	1/6	200	165
12	Number of customers taking service at the beginning of the period under existing hardship protections												
Ī	Residential	825	2,591	2,573	8,756	7,382	7,739	2,062	1,990	2,110	3,980	2,398	2,017
	ow Income Residential	39,871	39,633	40,446	40,806	38,795	42,156	41,282	42,073	42,775	41,698	38,488	39,368
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	40,696	42,224	43,019	49,562	46,177	49,895	43,344	44,063	44,885	45,678	40,886	41,385
13	Number of customers completing hardship protections during the period												
	Residential	28	82	1,043	1,656	235	603	6	10	7	4,063	478	1,189
- 1	ow Income Residential	24	70	48	3,500	112	266	6	24	1	42,670	151	250
	imall C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
-	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	52	152	1,091	5,156	347	869	12	34	8	46,733	629	1,439
-	Number of customers enrolling in new hardship protections during the period												
	Residential	84	67	86	89	123	108	165	199	140	87	4,569	70
	ow Income Residential	1,475	865 0	863 0	1,701	3,922	857 0	944	749 0	830	982	30,564	759 0
-	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
9	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,559	932	949	1,790	4,045	965	1,109	948	970	1,069	35,133	829
	Number of customers, by customer class, completing an AMP program during the period	0	0		0	0			0		0	0	0
-	Residential .ow Income Residential	46	32	0 47	39	5		0 20	31	32	24	16	27
Ē	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
ſ	Medium / Large C&I	0	0	0	0	0		0	0	0	0	0	0
	treetlights	0	0	0	0	0		0	0	0	0	0	0
-	Total	46	32	47	39	5	13	20	31	32	24	16	27
16	Number of customers, by customer class, enrolling in an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
5	ow Income Residential	270	176	386	321	435	1,283	473	1,215	736	581	321	169
1	imall C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	otreetlights Fotal	0 <b>270</b>	0 <b>176</b>	0 <b>386</b>	0 <b>321</b>	0 <b>435</b>	0 1,283	0 <b>473</b>	0 1,215	736	0 <b>581</b>	0 <b>321</b>	0 169
-	Number of customers, by customer class, re-enrolling in an AMP program during the period	270	170	300	321	433	1,203	4/3	1,213	730	301	721	103
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
Ī	ow Income Residential	145	22	37	26	42	72	106	233	257	147	141	153
-	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	145	22	37	26	42	72	106	233	257	147	141	153
	Number of customers, by customer class, dropping off an AMP program during the period												
1	Residential	0	0	0	0	0	0	0	0	0	0	0	0
,	ow Income Residential	259	117	172	189	201	223	274	208	490	531	509	842
ŀ		0	0	0	0	0	0	0	0	0	0	0	0
9	Small C&I (Total C&I) Medium & Large C&I (not available)		0	^	Λ	0	0	0	0	^	0	^	^
9	mall C&I (Total C&I) Medium & Large C&I (not available) streetlights	0	0	0	0	0	0	0	0	0	0	0	0

							20:	21					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	40,403
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	40,403
20	Number of customers dropping off the low-income discount rate program during the period			4.505		450	540	7.4	400	455	477	1.055	
	Residential	94	60	1,505	627	459	542	74	103	155	177 144	1,066	911
	Low Income Residential Small C&I	95 0	314 0	3	478 0	193 0	177 0	78 0	44 0	45 0	144	196 0	76 0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	189	374	1.508	1.105	652	719	152	147	200	321	1.262	987
	Number of customers, by customer class, with required deposits with the company at the beginning of the	103	3,4	1,500	1,103	032	715	132	14/	200	JLI	1,202	307
21	period											1	
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0		0
	Small C&I	24	25	23	18	27	21	26	35	32	30	26	43
	Medium / Large C&I	2	3	1	4	5	5	2	1	3	1	2	1
	Streetlights	2	0	2	1	0	4	2	3	1	1	1	2
	Total	28	28	26	23	32	30	30	39	36	32	29	46
	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period												
	Residential	0	0	0	0	0	0	0	0	0	0		0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	25	15	36	34	29	32	46	29	43	36	35	42
	Medium / Large C&I	0	1	6	1	0	4	7	2	4	2	0	1
	Streetlights Total	1 26	1 17	46	36	2 31	37	59	0 <b>31</b>	1 48	7 45	2 37	2 45
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the	20	17	46	30	31	3/	39	31	40	43	3/	45
23	period											1	
23	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0		0
	Small C&I	13	23	31	6	2	3	8	5	10	8	12	5
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0		0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	13	23	31	6	2	3	8	5	10	8	12	5
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0		0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	33	28	32	27	36	14	48	28	26	27	41	36
	Medium / Large C&I	1	0	6	2	0	2	7	3	1	1	1	5
	Streetlights	0	1	2	3	2	0	7	3	1	0	1	1
	Total	34	29	40	32	38	16	62	34	28	28	43	42

							20	22					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	154,908	154,542	154,078	153,676	153,428	153,236	153,135	153,143	153,037	153,125	153,199	153,697
	Low Income Residential	40,341	40,992	41,603	42,015	42,249	42,339	42,529	42,781	42,832	43,060	43,071	42,645
	Small C&I	22,226	22,189	22,270	22,221	22,228	22,299	22,249	22,268	22,323	22,304	22,285	22,261
	Medium / Large C&I	1,220 4,525	1,194 4,536	1,210 4,536	1,203 4,527	1,207 4,542	1,202 4,518	1,204 4,524	1,219 4,524	1,215 4,495	1,211 4,505	1,221 4,534	1,209 4,561
	Streetlights Total	223,220	223,453	223,697	223,642	223,654	223,594	223,641	223,935	223,902	4,505 <b>224,205</b>	224,310	224,373
2	Number of customers, by customer class, disconnected during the period	ZEJ,ZEU	223,433	223,037	223,042	223,034	223,334	223,041	223,333	223,302	224,203	224,310	224,373
-	Residential	407	469	368	474	668	981	1,182	1,227	1,150	1,205	616	203
	Low Income Residential	0	0	0	0	0	0	0	, 0	0	0	0	0
	Small C&I	15	13	26	23	32	31	22	7	28	20	10	18
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
_	Total	422	482	394	497	700	1,012	1,204	1,234	1,178	1,225	626	221
3	Number of customers, by customer class, receiving disconnection notices during the period	0.054	4.055	7.050	4.075	2 202	0.705	0.445	40.070	42.040	0.000	7 200	4.500
	Residential Low Income Residential	8,951 0	4,065 0	7,258 0	1,075 2,417	2,392 2,301	8,795 5,092	9,446 4,153	10,872 4,874	12,840 5,774	9,003 4,669	7,390 1,256	4,602 148
	Small C&I	66	53	58	669	855	912	837	871	971	845	725	913
	Medium / Large C&I	826	773	1,051	44	52	48	53	45	51	18	12	11
	Streetlights	123	113	125	97	97	120	103	110	131	77	94	105
	Total	9,966	5,004	8,492	4,302	5,697	14,967	14,592	16,772	19,767	14,612	9,477	5,779
4	Number of customers, by customer class, reconnected during the period												
	Residential	340	358	290	364	270	7	513	571	612	590	4,549	224
	Low Income Residential	0	0	0	8	142	1	477	397	411	430	3,214	10
	Small C&I	15	14	27	16	17	0	16	12	13	12	183	13
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	355	372	317	388	429	8	1.006	980	1.036	1,032	7.946	247
5	Number of customers, by customer class, assessed reconnection fees or charges during the period	555	372	517	500	-125		2,000	300	2,000	2,002	7,540	2-17
,	Residential	337	353	277	350	151	333	491	473	552	501	415	200
	Low Income Residential	0	0	0	23	254	324	491	486	465	517	202	27
	Small C&I	9	8	20	17	18	18	16	14	13	13	10	14
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
_	Total	346	361	297	390	423	675	998	973	1,030	1,031	627	241
6	Number of customers, by customer class, assessed credit card fees or charges during the period Residential	5,427	5,146	5,535	5,669	5,540	6,076	6,826	7,193	7,446	7,797	6,707	6,139
	Low Income Residential	2,377	2,577	2,957	3,009	3,791	4,132	5,003	5,387	5,511	5,413	4,305	3,307
	Small C&I	202	261	2,337	287	359	318	326	299	289	382	276	3,307
	Medium / Large C&I	12	11	11	23	29	50	42	32	34	22	28	23
	Streetlights	19	20	23	25	24	9	29	24	24	31	21	29
	Total	8,037	8,015	8,817	9,095	9,743	10,585	12,226	12,935	13,304	13,645	11,337	9,885
7	Number of customers, by customer class, assessed late payment fees or charges during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I Medium / Large C&I	2,857 141	2,911 130	3,426 178	2,315 106	2,353 94	2,294 82	2,637 122	2,349 86	2,583 89	3,053 65	2,634 66	2,402 39
	Streetlights	254	265	314	195	199	201	209	214	215	255	211	179
	Total	3,252	3,306	3,918	2,616	2,646	2,577	2,968	2,649	2,887	3,373	2,911	2,620
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
8	payment arrangements												
	Residential	2,559	2,539	2,128	2,798	2,180	1,539	2,535	2,655	2,194	2,976	3,145	2,293
	Low Income Residential	620	455	316	466	391	526	1,018	1,402	1,511	2,091	2,172	1,305
	Small C&I	106	98	94	103	86	86	88	80	92	99	109	95
	Medium / Large C&I Streetlights	6 7	9	4 6	3	4 12	7	4 8	2	9	7	1	2
	Total	3,298	3,105	2,548	3,379	2,673	2,159	3,653	4,148	3,808	5,174	5,430	3,698
		3,233	3,103	2,340	3,373	2,073	2,133	3,033	7,170	3,000	3,174	3,430	3,038
9	Number of customers by customer class, completing deferred payment arrangements during the period												
	Residential	1,008	844	670	699	204	488	1,156	1,132	1,259	1,309	1,190	1,008
	Low Income Residential	79	72	68	86	114	190	438	517	553	644	430	156
	Small C&I	135	120	125	153	119	124	147	107	136	115	116	114
	Medium / Large C&I	3	4	3	4	4	3	3	1	0	0	2	1
	Streetlights Total	5 <b>1,230</b>	5 <b>1,045</b>	6 <b>872</b>	6 <b>948</b>	8	809	7 <b>1,751</b>	1,765	7 <b>1,955</b>	13 <b>2,081</b>	1 742	7 <b>1,286</b>
	iotai	1,230	1,045	8/2	948	449	809	1,/51	1,/65	1,955	2,081	1,743	1,286

							202	22					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential	2,548	2,175	2,529	1,750	1,081	2,274	2,783	2,596	2,810	2,867	2,185	1,742
	Low Income Residential	2,546	2,173	330	279	663	1,068	1,579	1,749	1,788	1,757	867	303
	Small C&I	187	167	192	210	182	182	197	169	172	164	166	142
	Medium / Large C&I	3	7	7	6	6	5	1	2	2	1	2	1
	Streetlights	14	10	9	15	11	9	10	7	13	11	5	8
	Total State of the	3,018	2,618	3,067	2,260	1,943	3,538	4,570	4,523	4,785	4,800	3,225	2,196
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential	39	86	121	40	61	97	49	144	146	47	95	102
	Low Income Residential	1	6	14	3	28	50	45	125	124	47	56	46
	Small C&I	3	4	6	0	3	4	2	3	3	1	4	5
	Medium / Large C&I	0	0	0	0	2	0	0	0	0	0		0
	Streetlights Total	0	0	0	1	0	1	0	0	0	1		0
	TOTAL	43	96	141	44	94	152	96	272	273	96	155	153
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	1,392	1,341	1,366	1,700	1,718	1,798	2,060	2,090	2,107	3,500	542	1,360
	Low Income Residential	39,803	40,861	41,757	42,385	43,170	43,170	44,312	44,956	45,592	44,951	10,258	41,744
	Small C&I	0	0	0	0	0	0	0	0	0	0		0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0		0
	Streetlights Total	41,195	42,202	0 <b>43,123</b>	44,085	0 44,888	44,968	46,372	47,046	47,699	0 48,451	10,800	43,104
13	Number of customers completing hardship protections during the period	71,133	72,202		.7,003	-7,000		-0,372	-77,040	47,033	70,731	10,000	13,104
	Residential	0	9	54	92	60	125	13	28	21	3,643	679	567
	Low Income Residential	5	33	2	26	55	12	19	40	34	45,847	262	146
	Small C&I	0	0	0	0	0	0	0	0	0	0		0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0		0
	Streetlights Total	5	42	56	118	115	137	32	68	55	49,490	941	713
14	Number of customers enrolling in new hardship protections during the period	3		30	110	110	107	52		33	45)450	342	713
	Residential	169	190	140	120	136	115	109	107	88	144	1,995	183
	Low Income Residential	1,098	993	959	832	624	826	717	696	786	909	41,969	985
	Small C&I	0	0	0	0	0	0	0	0	0	0		0
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0		0
	Total	1,267	1,183	1,099	952	760	941	826	803	874	1,053	43,964	1,168
15	Number of customers, by customer class, completing an AMP program during the period	,	,	,			-			-	,	,,,,	,
	Residential	0	0	0	0	0	0	0	0	0	0		0
	Low Income Residential	34	15	21	29	36	41	44	81	306	31	44	58
	Small C&I	0	0	0	0	0	0	0	0	0	0		0
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0		0
	Total	34	15	21	29	36	41	44	81	306	31		58
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	3,850	91	199	333	790	932	675	346	478 0	495	260	147
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0		0
	Streetlights	0	0	0	0	0	0	0	0	0	0		0
	Total	3,850	91	199	333	790	932	675	346	478	495	260	147
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0		0
	Low Income Residential	42	16 0	9	186	620	376	326	301	337	250	162	42
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0		0
	Streetlights	0	0	0	0	0	0	0	0	0	0		0
	Total	42	16	9	186	620	376	326	301	337	250	162	42
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0		0
	Low Income Residential Small C&I (Total C&I)	480 0	452 0	1,323	1,493 0	956 0	530 0	650 0	664	717	515 0	352 0	568 0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0		0
	Streetlights	0	0	0	0	0	0	0	0	0	0		0
	Total	480	452	1,323	1,493	956	530	650	664	717	515	352	568

_							202	2					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,341	40,992	41,603	42,015	42,249	42,339	42,529	42,781	42,832	43,060	43,071	42,645
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	
	Total	40,341	40,992	41,603	42,015	42,249	42,339	42,529	42,781	42,832	43,060	43,071	42,645
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	81	139	125	80	101	131	87	99	115	425	929	367
	Low Income Residential	264	49	6	71	40	19	90	59	43	221	201	75
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
	Streetlights Total	0 <b>345</b>	0 188	0 131	0 <b>151</b>	0 141	0 <b>150</b>	0 <b>177</b>	0 158	0 158	0 <b>646</b>	0 1.130	0 442
		345	188	131	151	141	150	1//	158	158	646	1,130	442
	Number of customers, by customer class, with required deposits with the company at the beginning of the												
21	period Residential	0	0	0				0		0		0	0
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
	Small C&I	35	39	31	27	21	26	28	25	32	28	27	
	Medium / Large C&I	0	0	1	0	3	1	1	1	0	0	3	
	Streetlights	1	1	1	2	0	2	1	3	0	1	0	
	Total	36	40	33	29	24	29	30	29	32	29	30	
	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	23	30	42	32	17	34	31	45	31	54	51	66
	Medium / Large C&I	2	0	1	3	0	3	2	4	1	2	3	4
	Streetlights	1	3	2	3	3	2	3	6	2	4	2	4
	Total	26	33	45	38	20	39	36	55	34	60	56	74
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period												
23	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
	Small C&I	10	4	9	11	2	8	7	12	7	18	14	
	Medium / Large C&I	0	0	0	0	0	0	1	0	0	0	0	
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	
	Total	10	4	9	11	2	8	8	12	7	18	14	17
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	25	26	34	46	40	45	29	31	33	24	20	27
	Medium / Large C&I	0	2	4	6	2	2	0	0	0	0	0	3
	Streetlights	4	1	0	2	0	3	1	1	2	0	1	
	Total	29	29	38	54	42	50	30	32	35	24	21	31

						202						_
NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
Number of customers, by customer class												
Residential	242,579	242,120	241,657	241,634	241,654	241,415	241,382	240,317	240,158	240,376	240,752	
Low Income Residential	29,036	29,560	29,801	30,012	29,948	30,099	29,967	30,820	30,531	30,987	29,748	
Small C&I	24,802	24,719	24,746	24,642	24,619	24,514	24,508	24,425	24,421	24,477	24,389	
Medium / Large C&I	4,446	4,232	4,035	4,219	4,393	4,081	4,243	4,206	4,236	4,227	4,159	
Total	300,863	300,631	300,239	300,507	300,614	300,109	300,100	299,768	299,346	300,067	299,048	
Number of customers, by customer class, disconnected during the period												
Residential	0	0	0	0	0	0	0	0		0		
Low Income Residential	0	0	0	0	0	0	0	0		0	0	
Small C&I	29	86	38	0	0	0	0	0			3	
Medium / Large C&I	0	0	0	0	0	0	0	0				
Total	29	86	38	0	0	0	0	0	0	0	3	
Number of customers, by customer class receiving a 1st notice of disconnect during the period												
Residential	4,749	5,648	4,251	0	0	0	0	0	0	0	1	
Low Income Residential	20	24	17	0	0	0	0	0		0	0	
Small C&I	949	1,050	473	0	0	0	0	0	450	222	304	
Medium / Large C&I	140	147	73	0	0	0	0	0	148	55	61	
Total	5,858	6,869	4,814	0	0	0	0	0	598	277	366	
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												1
Residential	2,797	3,253	1,596	0	0	0	0	0	0	1	1	Г
Low Income Residential	20	21	7	0	0	0	0	0		0	0	
Small C&I	374	575	407	0	0	0	0	0	0		156	
Medium / Large C&I	79	79	51	0	0	0	0	0			9	H
Total	3,270	3,928	2,061	0	0	0	0	0			166	
Number of customers, by customer class, reconnected during the period		5,625	_,						-			
Residential	0	0	0	10	0	0	0	0	0	0	0	
Low Income Residential	0	0	0	11	0	0	0	0		0	0	
Small C&I	11	55	26	1	0	0	0	0				
	0	2	0	0	0	0	0	0			0	
Medium / Large C&I Total	11	57	26	22	0	0	0	0				
	- 11	5/	26	22	U	U	U	U	U		1	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders											ı	
completed during the same period	0	0	0	0	0	0	0	0	0	0	0	-
Residential Low Income Residential	0	0	0	0	0	0	0	0	0		0	┢
Small C&I	11	47	24	0	0	0	0	0	0	0	1	
	0	2	0	0	0	0	0	0	0			
Medium / Large C&I Total	11	49	24	0	0	0	0	0		0		
	- 11	49	24	U	U	U	U	U	U		1	
Number of customers, by customer class, assessed credit card fees or charges during the period												-
Residential	5,477	5,757	5,640	5,769	5,646	5,322	5,046	4,379	4,641	4,601	4,311	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	197	274	201	154	110	140	101	80	72	95	81	
Medium / Large C&I	35	30	28	20	19	16	6	6	9	13	16	
Total	5,709	6,061	5,869	5,943	5,775	5,478	5,153	4,465	4,722	4,709	4,408	
Number of customers, by customer class, assessed late payment fees or charges during the period											<b></b>	-
Residential	0	0	0	0	0	0	0	0	0	0	0	<u> </u>
Low Income Residential	3	7	5	0	0	0	0	0			0	<u> </u>
Small C&I	4,378	4,458	2,280	0	0	0	0	0				L
Medium / Large C&I	599	636	258	0	0	0	0	0	0		0	Ш
Total	4,980	5,101	2,543	0	0	0	0	0	0	0	0	
Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
payment arrangements (excluding Newstart and Covid AMP)			<u></u>						<u> </u>			L
Residential	514	490	687	878	886	968	855	774	567	575	688	
Low Income Residential	108	69	72	80	95	127	113	97	69	68	68	
Small C&I	2	2	9	6	5	13	12	10	0	4	1	
Medium / Large C&I	1	0	1	1	2	2	1	2	2	4	10	
	625	561	769	965	988	1,110	981	883		651		
Total												
		i e	l						]		1	
Number of customers by customer class, completing deferred payment arrangements during the												<del>                                     </del>
Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)	40	21	14	46	5.8	82	127	118	132	92	55	
Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential	40	21	14	46	58 10	82 15	127	118	132	92	55	
Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low Income Residential	10	6	3	6	10	15	24	18	18	14	3	
Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential			3 0						18 4			

						20						
NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	De
Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
(excluding Newstart and Covid AMP)												
Residential	371	517	713	929	435	276	368	243	357	573	353	
Low Income Residential	18	38	52	89	77	42	38	27	46	55	28	
Small C&I	0	11	8	10	18	9	10	3	7	1	0	
Medium / Large C&I	0	2	0	2	2	2	2	1	4	7	19	
Total	389	568	773	1,030	532	329	418	274	414	636	400	
Number of customers, by customer class, renegotiating deferred payment arrangements during the period	303	300	,,,	2,030	332	323	410	2,7	727	030	400	
(excluding Newstart and Covid AMP)												
Residential	3	5	17	21	3	7	7	6	9	2	6	-
Low Income Residential	0	0	0	21	0	0	0	2	2	3	0	
Small C&I	0	0	1	0	0	0	0	0	0	0	0	
	0		0		0	0				0	0	
Medium / Large C&I		0		0			0	0	0			
Total	3	5	18	23	3	7	7	8	11	5	6	
Number of customers taking service at the beginning of the period under existing hardship protections ( O												
exceptions with expiry March 31 ) or M , Y and S protections												
Residential	3,209	3,238	3,430	3,515	2,586	2,698	2,688	2,650	2,649	2,613	2,812	<u> </u>
Low Income Residential	15,459	16,294	17,109	17,615	1,761	1,711	1,678	1,643	1,623	1,573	17,728	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	1
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	18,668	19,532	20,539	21,130	4,347	4,409	4,366	4,293	4,272	4,186	20,540	
Number of customers completing hardship protections or M Y and S protections during the period							·					
Residential	46	39	1,367	31	18	18	9	11	19	12	11	
Low Income Residential	203	185	16,757	289	186	69	56	60	82	122	73	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	249	224	18.124	320	204	87	65	71	101	134	84	
iotai	243	224	10,124	320	204	67	03	/1	101	134	04	
Number of customers enrolling in new hardship protections or M Y and S protections during the period	400	446	470	40		40	40			274	20	-
Residential	196	146	173	18	16	18	10	9	14	271	39	-
Low Income Residential	883	834	580	113	80	60	48	42	54	1,118	253	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	1,079	980	753	131	96	78	58	51	68	1,389	292	
Number of customers, by customer class, completing an AMP program during the period												<u> </u>
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	6	17	23	39	51	46	36	26	31	23	6	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	L
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	6	17	23	39	51	46	36	26	31	23	6	
Number of customers, by customer class, enrolling in an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	1
Low Income Residential	33	95	128	218	239	216	163	212	281	219	206	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	<del>                                     </del>
	0	0	0	0	0	0	0	0	0	0	0	1
Medium / Large C&I Total												-
	33	95	128	218	239	216	163	212	281	219	206	
Number of customers, by customer class, re-enrolling in an AMP program during the period												<b>└</b>
Residential	0	2	2	2	1	3	0	0	2	3	4	<u> </u>
Low Income Residential	27	72	113	176	174	161	130	140	175	127	97	
Small C&I	0	0	2	2	5	5	12	27	55	93	50	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	27	74	117	180	180	169	142	167	232	223	151	

							20	20					
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	315	157	93	90	113	84	90	121	132	133	183	264
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	315	157	93	90	113	84	90	121	132	133	183	264
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	29,953	29,980	30,019	30,618	30,351	30,307	31,344	30,807	30,884	31,178	30,480	30,547
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	29,953	29,980	30,019	30,618	30,351	30,307	31,344	30,807	30,884	31,178	30,480	30,547
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	Unable to Obt	ain Data										
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Total												
	Number of customers, by customer class, with required deposits with the company at the beginning of the												
	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	1,295	1,298	1,282	1,254	1,230	1,203	1,186	1,168	861	844	828	807
	Medium / Large C&I	193	199	197	193	191	191	191	190	157	150	149	145
	Total	1,488	1,497	1,479	1,447	1,421	1,394	1,377	1,358	1,018	994	977	952
	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	75	0	1	6	9	13	7	9	20	7	5
	Medium / Large C&I Total	0	13 88	0	1	2	1 10	5 18	0 <b>7</b>	3 12	1 <b>21</b>	3 10	1
	***	0	88	0	2	8	10	18	/	12	21	10	ь
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
	period Residential	Unable to Obt	-i- D-t-										
	Residential Low Income Residential	Unable to Obt	ain Data										
	Small C&I												
	Medium / Large C&I												
	Total												
	Number of customers, by customer class, whose deposits were returned in full during the period												
24	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	70	48	29	30	36	30	25	316	37	23	26
	Medium / Large C&I	0	70	6	4	4	1	5	1	36	8	4	5
	Total	0	77	54	33	34	37	35	26	352	45	27	31
			•	34	- 55	54	3,	55	20	332		_,	31

NISTAR Gas Company	t	r-1-	44	4	A 4 min	20:		4	C	0-4	Mari	-
NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	D
Number of customers, by customer class												
Residential	242,553	242,635	242,201	242,260	241,781	241,375	241,124	240,015	240,601	239,761	244,178	2
Low Income Residential	30,336	30,706	31,070	31,316	31,504	31,713	31,876	31,917	31,978	30,935	30,932	
Small C&I	24,620	24,680	24,647	24,630	24,486	24,544	24,445	24,362	24,349	24,299	24,403	
Medium / Large C&I	4,235	4,404	4,097	4,227	4,220	4,220	4,221	4,181	4,255	4,180	4,224	
Total	301,744	302,425	302,015	302,433	301,991	301,852	301,666	300,475	301,183	299,175	303,737	
Number of customers, by customer class, disconnected during the period		í										
Residential	0	0	0	0	0	0	260	318	279	132	46	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	50	40	75	93	71	80	60	35	8	6	3	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	50	40	75	93	71	80	320	353	287	138	49	
Number of customers, by customer class receiving a 1st notice of disconnect during the period	1											
Residential	1	0	0	22,388	11,896	1,567	2,066	6,823	7,285	5,208	1,151	
Low Income Residential	0	0	0	8,319	4,177	30	1,107	2,627	3,080	2,156	478	
Small C&I	1,192	1,381	1,571	1,217	909	847	569	467	425	427	423	
Medium / Large C&I	171	165	182	181	104	124	168	127	140	115	120	
Total	1,364	1,546	1,753	32,105	17,086	2,568	3,910	10,044	10,930	7,906	2,172	
	2,504	2,540	1,755	52,105	27,000	2,500	5,510	10,044	10,550	7,500	2,2,2	_
Number of customers by sustamer class resolving Final/72 hour notice of disconnect during the notice	4	1										
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period	0	0	0		0		4.500	2,152	5,639	4,245	2.701	
Residential				0		0	1,580				3,761	<b>—</b>
Low Income Residential	0	0	0	0	0	0	53	1,121	2,262	1,758	730	
Small C&I	423	581	735	685	530	543	480	313	324	251	330	
Medium / Large C&I	56	59	73	57	51	57	81	44	70	67	76	
Total	479	640	808	742	581	600	2,194	3,630	8,295	6,321	4,897	
Number of customers, by customer class, reconnected during the period												
Residential	0	0	0	0	0	0	71	67	98	69	23	
Low Income Residential	0	0	0	0	0	0	3	33	51	21	17	
Small C&I	24	25	31	27	10	18	16	8	2	6	5	
	24	3	2		10	2	0	0	0	0	0	_
Medium / Large C&I				2								
Total	26	28	33	29	11	20	90	108	151	96	45	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders	1	ı										
completed during the same period	i .											
Residential	0	0	0	0	0	0	62	66	97	66	23	
Low Income Residential	0	0	0	0	0	0	2	33	51	21	17	
Small C&I	23	24	29	27	10	18	15	7	2	6	5	
Medium / Large C&I	2	3	2	2	1	2	0	0	0	0	0	
Total	25	27	31	29	11	20	79	106	150	93	45	
Number of customers, by customer class, assessed credit card fees or charges during the period			51			20	.,	100	150	33	43	_
	5.005	5.000	6.550	F 040		5.070	5.035	F 0.55	6.604	6 770	C 224	
Residential	5,835	5,369	6,552	5,848	6,090	5,872	5,975	5,865	6,624	6,770	6,234	-
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	189	186	230	191	128	119	109	82	75	90	104	
Medium / Large C&I	15	18	20	18	25	24	8	11	6	11	17	
Total	6,039	5,573	6,802	6,057	6,243	6,015	6,092	5,958	6,705	6,871	6,355	
Number of customers, by customer class, assessed late payment fees or charges during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	0		0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0		0	0	0	0	0	0	0	0	0	
Medium / Large C&i Total	0		0	0	0	0	0	0	0	0	0	
		0	0	0	0	U	0	0	U	0	U	
Number of customers, by customer class, taking service at the beginning of the period under existing deferred	1	ı										
payment arrangements (excluding Newstart and Covid AMP)												
Residential	920	752	730	740	931	1,548	2,370	3,005	2,958	3,134	3,849	
Low Income Residential	56	42	60	90	108	150	239	296	278	309	446	Ш.
Small C&I	1	0	0	0	0	0	0	1	2	4	5	
Medium / Large C&I	29	26	28	24	24	24	21	21	20	14	10	
Total	1,006	820	818	854	1.063	1.722	2.630	3.323	3.258	3.461	4.310	
Number of customers by customer class, completing deferred payment arrangements during the			- 10					-,,,,,	-,,,,,,	-,.52	.,	
period(excluding Newstart and Covid AMP)	1	ı		Į.								
		10	2.4	20	20	F2	70	405	140	242	234	
	24	18	34	26	38	53	76	135	149	213		-
Residential			7	7	1	13	16	28	29	34	106	
Low Income Residential	6	0										
Low Income Residential Small C&I	1	0	0	0	0	0	0	0	1	0	0	
Low Income Residential		0				0 3 <b>69</b>	0 3 95	0 1 164	1 4 183	0 4 <b>251</b>	0 1 341	

10 (exclusion Residual Low I	AR Gas Company  The company of customers class, enrolling in new deferred payment arrangements during the period	Jan	Feb	Mar	Apr		202						
10 (exclusion Residual Low I	nhar of customers, by customer class, enrolling in new deferred nayment arrangements during the nariod					May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10 (exclusion Residual Low I													
Resid Low I Small	cluding Newstart and Covid AMP)												
Low I Small	idential	232	263	340	459	1,013	1,618	1,503	1,249	1,686	2,353	1,470	1,243
Small	Income Residential	15	41	62	58	86	171	171	119	188	380	273	111
		0	0	0	0	1	0	1	2	3	3	1	0
Medi	dium / Large C&I	5	6	6	7	5	6	5	5	3	2	2	0
Total		252	310	408	524	1,105	1,795	1,680	1,375	1,880	2,738	1,746	1,354
Num	nber of customers, by customer class, renegotiating deferred payment arrangements during the period						,		,	,	,		
	cluding Newstart and Covid AMP)												
	idential	2	4	5	12	7	23	11	31	27	21	22	4
	Income Residential	0	1	0	1	4	0	3	1	3	4	3	0
Small	ill C&I	0	0	0	0	0	0	1	0	0	0	0	0
Medi	dium / Large C&I	0	0	0	0	0	1	0	0	0	0	0	0
Total		2	5	5	13	11	24	15	32	30	25	25	4
Numi	nber of customers taking service at the beginning of the period under existing hardship protections ( O												
12 excep	eptions with expiry March 31 ) or M , Y and S protections												
	idential	3,714	3,795	3,800	2,378	2,366	2,465	2,411	2,368	2,331	2,311	2,404	2,895
	Income Residential	16,995	17,520	18,190	1,313	1,378	1,459	1,498	1,545	1,665	1,682	1,793	17,251
Small	ill C&I	0	0	0	0	0	0	0	0	0	0	0	0
Medi	dium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Total	al	20,709	21,315	21,990	3,691	3,744	3,924	3,909	3,913	3,996	3,993	4,197	20,146
13 Num	nber of customers completing hardship protections or M Y and S protections during the period												
Resid	idential	5	5	1,377	19	39	39	40	43	44	43	31	26
Low I	Income Residential	41	31	18,561	81	59	51	47	37	71	129	126	97
Small	ill C&I	0	0	0	0	0	0	0	0	0	0	0	0
	dium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Total	al	46	36	19,938	100	98	90	87	80	115	172	157	123
14 Num	nber of customers enrolling in new hardship protections or M Y and S protections during the period												
	idential	50	61	40	37	57	50	65	52	69	47	445	93
	Income Residential	802	849	428	133	114	111	109	180	168	149	17,513	512
	ill C&I	0	0	0	0	0	0	0	0	0	0	0	0
	dium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Total		852	910	468	170	171	161	174	232	237	196	17,958	605
	nber of customers, by customer class, completing an AMP program during the period												
	idential	0	0	0	0	0	0	0	0	0	0	0	0
	Income Residential	14	9	25	37	66	39	30	53	43	42	29	25
	III C&I	0	0	0	0	0	0	0	0	0	0	0	0
	dium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Total		14	9	25	37	66	39	30	53	43	42	29	25
	nber of customers, by customer class, enrolling in an AMP program during the period												
	idential	0	0	0	0	0	0	0	0	0	0	0	0
	Income Residential	125	134	296	758	972	842	466	854	1,024	673	316	89
	III C&I	0	0	0	0	0	0	0	0	0	0	0	0
Total	dium / Large C&I	0 125	0	0	0 <b>758</b>	0	0 <b>842</b>	0 466	0	0	0	0	0
		125	134	296	/58	972	842	466	854	1,024	673	316	89
	nber of customers, by customer class, re-enrolling in an AMP program during the period							2	-				3
	idential	63	1	1 94	3 154	0 145	1 147	3 119	5 242	3	3 242	2 198	54
	Income Residential	63 85	39 61	94 77	154 44	145 40	147 37	119 33	242 14	343 20	242	198 23	21
	dium / Large C&I	85	0	0	0	40	3/ 1		14	20		0	1
Total		148	101	172	201	186	186	1 156	262	366	272	223	79
		148	101	1/2	201	199	199	126	262	306	2/2	223	/9

							202	21					$\overline{}$
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	174	112	95	100	114	192	370	360	437	639	736	840
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	174	112	95	100	114	192	370	360	437	639	736	840
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	30,903	31,061	31,538	31,559	31,811	32,116	32,289	31,915	32,150	31,407	31,409	29,915
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	30,903	31,061	31,538	31,559	31,811	32,116	32,289	31,915	32,150	31,407	31,409	29,915
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Total												
	Number of customers, by customer class, with required deposits with the company at the beginning of the												
21	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	794	793	779	761	740	720	699	703	698	716	738 100	754
	Medium / Large C&I Total	141 935	140 933	135 914	128 889	121 <b>861</b>	117 <b>837</b>	110 809	108 811	107 <b>805</b>	103 <b>819</b>	838	99 <b>853</b>
	Number of customers, by customer class, required to submit new deposits or increased deposits during the	935	933	914	889	901	837	809	911	805	819	838	853
22	period												
22	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	10	13	13	19	14	9	11	25	18	40	52	39
	Medium / Large C&I	1	2	1	2	2	1	2	0	1	2	0	4
	Total	11	15	14	21	16	10	13	25	19	42	52	43
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
23	period												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Total												
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	23	14	27	37	35	32	32	21	23	22	30	23
	Medium / Large C&I	5	3	6	9	9	9	9	2	2	6	3	5
	Total	28	17	33	46	44	41	41	23	25	28	33	28
	_												

							202	12					
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	243,308	243,095	242,517	243,430	242,533	241,930	241,775	241,336	241,989	243,565	243,728	244,204
	Low Income Residential	31,261	31,569	31,903	32,197	32,447	32,932	32,951	32,975	32,979	32,288	32,431	32,637
	Small C&I	24,654	24,649	24,618	24,620	24,503	24,500	24,375	24,466	24,375	24,422	24,433	24,632
	Medium / Large C&I Total	4,228	4,231	4,250	4,196	4,204	4,171	4,223	4,202	4,217	4,220	4,196	4,191
2	***	303,451	303,544	303,288	304,443	303,687	303,533	303,324	302,979	303,560	304,495	304,788	305,664
2	Number of customers, by customer class, disconnected during the period Residential	0	0	0	1	4	248	373	235	360	218	121	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	22	27	27	44	41	57	32	12	7	15	10	16
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	22	27	27	45	45	305	405	247	367	233	131	16
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	0	0	964	2,007	1,876	8,200	16,266	7,908	6,907	6,839	3,584	6
	Low Income Residential	0	0	0	837	654	2,412	5,310	3,500	2,847	2,761	1,186	0
	Small C&I	1,060	1,159	1,503	929	1,030	931	699	653	532	531	613	802
	Medium / Large C&I	183	176	221	166	159	177	148	154	159	143	154	185
	Total	1,243	1,335	2,688	3,939	3,719	11,720	22,423	12,215	10,445	10,274	5,537	993
2.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
5.2	Residential	0	0	0	931	1,821	2,176	5,865	10,245	5,395	5,316	2.682	0
	Low Income Residential	0	0	0	330	531	623	1.931	3,948	2,251	2,149	834	0
	Small C&I	412	538	781	804	612	603	539	469	383	382	335	389
	Medium / Large C&I	74	67	104	95	82	86	71	84	83	95	72	60
	Total	486	605	885	2,160	3,046	3,488	8,406	14,746	8,112	7,942	3,923	449
4	Number of customers, by customer class, reconnected during the period												
	Residential	0	0	0	0	1	59	135	81	96	81	60	7
	Low Income Residential	0	0	0	0	0	20	42	33	55	50	40	3
	Small C&I	14	13	14	9	8	14	5	2	1	7	7	8
	Medium / Large C&I Total	0	1	1	1	0	1	2	0	2	1	0	3
		14	14	15	10	9	94	184	116	154	139	107	21
5	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period												
,	Residential	0	0	0	0	0	59	133	76	94	75	60	7
	Low Income Residential	0	0	0	0	0	19	40	33	53	44	40	2
	Small C&I	14	11	14	9	8	14	5	2	1	5	6	8
	Medium / Large C&I	0	1	1	1	0	1	2	0	1	0	0	3
	Total	14	12	15	10	8	93	180	111	149	124	106	20
6	Number of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	6,255	6,324	7,121	7,439	7,103	7,029	8,708	8,977	7,696	7,778	7,446	6,983
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I Medium / Large C&I	156 29	204 18	244 24	289 50	183 40	167 44	130 40	132 29	124 38	148 38	138 45	189 60
	Total	6.440	6,546	7,389	7,778	7,326	7,240	8,878	9.138	7,858	7,964	7,629	7,232
7	Number of customers, by customer class, assessed late payment fees or charges during the period	0,440	0,346	7,369	1,118	7,526	7,240	0,0/8	7,138	7,058	7,504	7,029	1,232
,	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	5,241	5,075	5,396	1,661	1,841	1,924	1,652	1,903	2,144	1,786	2,047	1,631
	Medium / Large C&I	727	679	737	176	184	184	158	215	235	178	221	140
	Total	5,968	5,754	6,133	1,837	2,025	2,108	1,810	2,118	2,379	1,964	2,268	1,771
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
8	payment arrangements (excluding Newstart and Covid AMP)												
	Residential	2,662	1,998	2,001	2,016	2,464	2,150	1,916	2,474	3,526	3,824	3,152	2,909
	Low Income Residential Small C&I	230	161 3	148	193 8	273 18	249 15	216 12	280 17	484 10	661 10	525 8	531 5
	Medium / Large C&I	9	6	4	2	3	4	4	5	10	7	3	9
	Total	2.903	2.168	2.157	2.219	2,758	2.418	2.148	2,776	4.031	4.502	3.688	3,454
	Number of customers by customer class, completing deferred payment arrangements during the								_,.,,	.,	.,	-,.00	2,134
9	period(excluding Newstart and Covid AMP)												
	Residential	43	37	49	43	54	79	101	204	262	385	316	150
	Low Income Residential	10	4	8	10	10	28	13	40	43	71	59	30
	Small C&I	0	2	1	1	2	2	1	3	1	2	1	0
	Medium / Large C&I	1	0	0	0	1	2	0	1	2	0	1	1
	Total	54	43	58	54	67	111	115	248	308	458	377	181

							202	2					
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
10	(excluding Newstart and Covid AMP)												
	Residential	594	667	1.048	1,222	810	720	1,338	3,399	2,345	1,664	1,582	1,181
	Low Income Residential	50	46	129	180	99	65	123	466	580	341	378	238
	Small C&I	3	4	9	18	15	6	11	7	5	3	7	4
	Medium / Large C&I	3	2	2	1	3	4	4	4	1	0	6	5
	Total	650	719	1,188	1,421	927	795	1,476	3,876	2,931	2,008	1,973	1,428
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
11	(excluding Newstart and Covid AMP)												
	Residential	3	8	5	3	9	14	47	41	24	25	9	10
	Low Income Residential	0	0	0	0	1	0	6	11	7	5	7	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	3	8	5	3	10	14	53	52	31	30	16	10
	Number of customers taking service at the beginning of the period under existing hardship protections ( O												
12	exceptions with expiry March 31 ) or M, Y and S protections												
	Residential	3,049	2,927	3,151	2,200	2,220	2,203	2,153	2,321	2,102	2,332	2,303	2,706
	Low Income Residential	16,398	17,347	18,399	1,431	1,538	1,697	1,763	1,932	1,973	2,031	2,227	16,508
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	19,447	20,274	21,550	3,631	3,758	3,900	3,916	4,253	4,075	4,363	4,530	19,214
13	Number of customers completing hardship protections or M Y and S protections during the period												
	Residential	18	23	30	930	47	33	48	83	53	54	43	26
	Low Income Residential	88	132	142	18,207	90	61	78	107	147	189	208	133
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	106	155	172	19,137	137	94	126	190	200	243	251	159
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period												
	Residential	114	93	109	53	67	64	99	113	66	80	414	118
	Low Income Residential	794 0	717	824	179	240	166	206	259	209	281	16,907	712
	Small C&I	-	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Total	908	0 <b>810</b>	933	0 <b>232</b>	0 <b>307</b>	230	0 <b>305</b>	0 372	0 <b>275</b>	0 <b>361</b>	0 <b>17,321</b>	830
15	***	508	810	933	232	307	230	303	3/2	2/3	301	17,321	830
15	Number of customers, by customer class, completing an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	23	47	82	129	143	109	100	91	61	36	20	11
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	23	47	82	129	143	109	100	91	61	36	20	11
16	Number of customers, by customer class, enrolling in an AMP program during the period	2.5		U.E.	123	145	103	100	32	01	30	20	
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	3,142	88	293	476	501	575	1,301	1,039	572	486	304	95
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	3,142	88	293	476	501	575	1,301	1,039	572	486	304	95
17	Number of customers, by customer class, re-enrolling in an AMP program during the period	3,2						,,	2,000				
	Residential	14	2	3	4	9	1	8	3	3	11	3	1
	Low Income Residential	1,300	55	159	239	332	280	508	446	282	309	167	37
	Small C&I	26	18	27	15	0	20	15	17	16	11	8	12
	Medium / Large C&I	0	0	1	0	0	0	2	0	0	0	0	1
	Total	1,340	75	190	258	341	301	533	466	301	331	178	51
		,			-								

Number of customers by customer class, dropping off an AMP program during the period   0	Vov Dec						202						
Sesidential		Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	NSTAR Gas Company
Som   Income Residential   693   321   2,509   305   367   338   536   440   547   727   727   728		ĺ											Number of customers, by customer class, dropping off an AMP program during the period
Small C&   (Total C&   )	0	0	0	0	0	0	0	0	0	0	0	0	
Small C&   (Total C&   )	587 77	587	727	547	440	536	338	367	305	2,509	321	693	Low Income Residential
Total   Mumber of customers enrolling in the low-income discount rate program during the period	0												
Total   Number of customers enrolling in the low-income discount rate program during the period	0	0	0	0	0	0	0	0	0	0	0	0	Medium & Large C&I
Residential	587 77	587	727	547	440	536	338	367	305	2,509	321	693	
Residential		i											Number of customers enrolling in the low-income discount rate program during the period
Total   Small (Cal   Cal   C	0	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	33,000 33,05	33,000	32,705	33.261	32,987	33.205	33,340	32.959	32.752	32,421	31.831	31.407	
Total	0	0	0	0	0	0	0	0	0	0	0	0	Small C&I
Number of customers dropping off the low-income discount rate program during the period	0	0	0	0	0	0	0	0	0	0	0	0	Medium / Large C&I
Residential	33,000 33,05	33,000	32,705	33,261	32,987	33,205	33,340	32,959	32,752	32,421	31,831	31,407	Total
Residential		i	i i										Number of customers dropping off the low-income discount rate program during the period
Small C&I   Medium / Large C		ĺ	i										
Medium / Large C&i   Total		ı	ı										Low Income Residential
Total   Number of customers, by customer class, with required deposits with the company at the beginning of the period		ı	ı										Small C&I
Total   Number of customers, by customer class, with required deposits with the company at the beginning of the period		ı	ı										Medium / Large C&I
Period   P													
Residential   0   0   0   0   0   0   0   0   0		i											Number of customers, by customer class, with required deposits with the company at the beginning of the
Low Income Residential   0   0   0   0   0   0   0   0   0		ı	ı										period
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0	Residential
Medium / Large C&i   100   99   101   99   97   97   95   98   96   97	0	0	0	0	0	0	0	0	0	0	0	0	Low Income Residential
Total	761 77	761	750	742	736	743	742	754	749	764	761	755	Small C&I
Number of customers, by customer class, required to submit new deposits or increased deposits during the period	95 10	95	97	96	98	95	97	97	99	101	99	100	Medium / Large C&I
22   period	856 87	856	847	838	834	838	839	851	848	865	860	855	Total
Residential   0   0   0   0   0   0   0   0   0		ı	ı										Number of customers, by customer class, required to submit new deposits or increased deposits during the
Low Income Residential   0   0   0   0   0   0   0   0   0		L											period
Small C&I   31   30   28   24   28   14   32   9   27   33   Medium/Large C&I   4   3   2   3   5   3   2   Total   37   36   32   28   31   16   35   14   30   35   Mumber of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential	0												Residential
Medium / Large C&i   6   6   4   4   3   2   3   5   3   2       Total   37   36   32   28   31   16   35   14   30   35     Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential	0												
Total 37 36 32 28 31 16 35 14 30 35 Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential 48 49 49 49 49 49 49 49 49 49 49 49 49 49	25												
Number of customers, by customer class, whose required deposits were reduced in part or foregone during the geriod Residential	3												
23 period Residential STATE ST	28 4	28	35	30	14	35	16	31	28	32	36	37	
Residential Superior		ı	ı										
		<b></b>					$\vdash$						
Low Income Residential		<b></b>					$\vdash$						
		<b></b>					$\vdash$						
Small C&I		<b></b>					$\vdash$						
Medium / Large C&I		<b></b>											
Total							$\longrightarrow$						
24 Number of customers, by customer class, whose deposits were returned in full during the period							++						
Residential 0 0 0 0 0 0 0 0 0 0 0	0			-									
Low Income Residential 0 0 0 0 0 0 0 0 0 0 0 0	0												
Small C&I 30 23 26 39 23 26 31 16 21 25	14 2												
Medium/Large C&I         5         7         1         6         5         2         5         2         5         1		5											
Total 35 30 27 45 28 28 36 18 26 26	5 19 2												

							2020						
ſ	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class									·			
	Residential	256,542	256,712	257,559	259,307	259,642	260,587	256,792	256,621	256,285	256,196	256,249	256,143
	Low Income Residential	40,620	40,784	40,343	38,970	39,065	38,356	42,310	42,434	42,966	43,439	43,961	44,433
	Small C&I	23,496	23,485	23,493	23,498	23,512	23,519	23,464	23,426	23,414	23,886	24,012	24,121
	Medium / Large C&I	7,932	7,933	7,937	7,938	7,935	7,939	7,941	7,939	7,944	7,477	7,478	7,499
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	328,590	328,914	329,332	329,713	330,154	330,401	330,507	330,420	330,609	330,998	331,700	332,196
2	Number of customers, by customer class, disconnected during the period												
	Residential	16	6	2	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	32	58	22	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	3	3	1	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	51	67	25	0	0	0	0	0	0	0	0	0
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	22,253	20,990	10,177	0	0	0	0	1	1	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
ļ	Small C&I	1,243	1,266	601	0	0	0	0	436	35	387	0	0
ļ	Medium / Large C&I	350	396	214	0	0	0	0	150	11	184	0	0
J	Total	23,846	22,652	10,992	0	0	0	0	587	47	571	0	0
J													
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
ļ	Residential	16,685	13,569	9,404	0	0	0	0	0	0	0	0	0
J	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	748	726	488	0	0	0	0	2	0	0	0	0
	Medium / Large C&I	199	189	110	0	0	0	0	1	0	0	0	0
	Total	17,632	14,484	10,002	0	0	0	0	3	0	0	0	0
4	Number of customers, by customer class, reconnected during the period												
	Residential	13	6	7	2	9	4	2	0	2	3	4	4
	Low Income Residential	11	8	0	1	2	0	1	1	2	2	4	0
	Small C&I	16	19	18	0	1	1	1	0	1	2	5	3
	Medium / Large C&I	5	2	0	0	0	0	0	0	0	1	0	0
	Total	45	35	25	3	12	5	4	1	5	8	13	7
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
5	completed during the same period												
	Residential	12	6	7	2	8	5	2	0	2	2	5	4
	Low Income Residential	12	8	0	1	2	0	1	1	2	2	4	0
	Small C&I	15	19	17	0	1	1	1	0	1	2	5	3
	Medium / Large C&I	5	2	0	0	0	0	0	0	0			0
J	Total	44	35	24							1	0	
			33	27	3	11	6	4	1	5	7	0 14	7
6	Number of customers, by customer class, assessed credit card fees or charges during the period									5	7	14	7
6	Residential	9,314	9,069	8,619	8,201	7,704	7,374	7,712	7,591	<b>5</b> 7,885	<b>7</b> 8,044	7,734	9,633
6	Residential Low Income Residential	9,314 2,699	9,069 2,672	8,619 2,512	8,201 3,112	7,704 2,948	7,374 2,900	7,712 2,707	7,591 2,407	7,885 2,549	8,044 2,510	7,734 2,100	2,192
6	Residential Low Income Residential Small C&I	9,314 2,699 433	9,069 2,672 436	8,619 2,512 478	8,201 3,112 240	7,704 2,948 246	7,374 2,900 221	7,712 2,707 271	7,591 2,407 254	7,885 2,549 247	8,044 2,510 268	7,734 2,100 271	2,192 350
6	Residential Low Income Residential Small C&I Medium / Large C&I	9,314 2,699 433 63	9,069 2,672 436 101	8,619 2,512 478 99	8,201 3,112 240 50	7,704 2,948 246 27	7,374 2,900 221 33	7,712 2,707 271 35	7,591 2,407 254 37	7,885 2,549 247 22	8,044 2,510 268 27	7,734 2,100 271 33	2,192 350 22
	Residential Low Income Residential Small C&I Medium / Large C&I Total	9,314 2,699 433	9,069 2,672 436	8,619 2,512 478	8,201 3,112 240	7,704 2,948 246	7,374 2,900 221	7,712 2,707 271	7,591 2,407 254	7,885 2,549 247	8,044 2,510 268	7,734 2,100 271	2,192 350
	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period	9,314 2,699 433 63 12,509	9,069 2,672 436 101 12,278	8,619 2,512 478 99 11,708	8,201 3,112 240 50 11,603	7,704 2,948 246 27 10,925	7,374 2,900 221 33 10,528	7,712 2,707 271 35 10,725	7,591 2,407 254 37 10,289	7,885 2,549 247 22 10,703	8,044 2,510 268 27 10,849	7,734 2,100 271 33 10,138	2,192 350 22 12,197
	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential	9,314 2,699 433 63 12,509	9,069 2,672 436 101 12,278	8,619 2,512 478 99 11,708	8,201 3,112 240 50 11,603	7,704 2,948 246 27 <b>10,925</b>	7,374 2,900 221 33 10,528	7,712 2,707 271 35 10,725	7,591 2,407 254 37 10,289	7,885 2,549 247 22 10,703	8,044 2,510 268 27 10,849	7,734 2,100 271 33 10,138	2,192 350 22 12,197
	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	9,314 2,699 433 63 12,509	9,069 2,672 436 101 12,278	8,619 2,512 478 99 <b>11,708</b> 0	8,201 3,112 240 50 11,603	7,704 2,948 246 27 <b>10,925</b> 0	7,374 2,900 221 33 <b>10,528</b> 0	7,712 2,707 271 35 10,725	7,591 2,407 254 37 10,289	7,885 2,549 247 22 10,703	8,044 2,510 268 27 10,849	7,734 2,100 271 33 10,138	2,192 350 22 12,197 0
	Residential Low Income Residential Small C&I  Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I	9,314 2,699 433 63 12,509 0 0 5,511	9,069 2,672 436 101 12,278 0 0 0 5,602	8,619 2,512 478 99 11,708 0 0 2,293	8,201 3,112 240 50 11,603	7,704 2,948 246 27 <b>10,925</b> 0 0	7,374 2,900 221 33 10,528 0 0	7,712 2,707 271 35 10,725	7,591 2,407 254 37 10,289 0 0	7,885 2,549 247 22 10,703 0 0	8,044 2,510 268 27 10,849	14 7,734 2,100 271 33 10,138	2,192 350 22 12,197 0 0
	Residential Low Income Residential Small C&I  Medium / Large C&I  Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I  Medium / Large C&I	9,314 2,699 433 63 12,509 0 0 5,511 1,485	9,069 2,672 436 101 12,278 0 0 5,602 1,701	8,619 2,512 478 99 11,708 0 0 2,293 735	8,201 3,112 240 50 11,603 0 0 64 20	7,704 2,948 246 27 10,925 0 0 0 0	7,374 2,900 221 33 10,528 0 0	7,712 2,707 271 35 10,725 0 0 1	7,591 2,407 254 37 10,289 0 0 0	7,885 2,549 247 22 10,703 0 0	8,044 2,510 268 27 10,849 0 0	7,734 2,100 271 33 10,138 0 0 0	2,192 350 22 12,197 0
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total	9,314 2,699 433 63 12,509 0 0 5,511	9,069 2,672 436 101 12,278 0 0 0 5,602	8,619 2,512 478 99 11,708 0 0 2,293	8,201 3,112 240 50 11,603	7,704 2,948 246 27 <b>10,925</b> 0 0	7,374 2,900 221 33 10,528 0 0	7,712 2,707 271 35 10,725	7,591 2,407 254 37 10,289 0 0	7,885 2,549 247 22 10,703 0 0	8,044 2,510 268 27 10,849	14 7,734 2,100 271 33 10,138	2,192 350 22 12,197 0 0
7	Residential Low Income Residential Small C&I Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred	9,314 2,699 433 63 12,509 0 0 5,511 1,485	9,069 2,672 436 101 12,278 0 0 5,602 1,701	8,619 2,512 478 99 11,708 0 0 2,293 735	8,201 3,112 240 50 11,603 0 0 64 20	7,704 2,948 246 27 10,925 0 0 0 0	7,374 2,900 221 33 10,528 0 0	7,712 2,707 271 35 10,725 0 0 1	7,591 2,407 254 37 10,289 0 0 0	7,885 2,549 247 22 10,703 0 0	8,044 2,510 268 27 10,849 0 0	7,734 2,100 271 33 10,138 0 0 0	2,192 350 22 12,197 0 0
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total  Medium / Large C&I Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028	8,201 3,112 240 50 11,603 0 0 64 20	7,704 2,948 246 27 10,925 0 0 0 0	7,374 2,900 221 33 10,528 0 0 0	7,712 2,707 271 35 10,725 0 0 1 1	7,591 2,407 254 37 10,289 0 0 0	7,885 2,549 247 22 10,703 0 0 0 0	7 8,044 2,510 268 27 10,849 0 0 0	14  7,734 2,100 271 33 10,138  0 0 0 0 0 0	2,192 350 22 12,197 0 0 0
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028	8,201 3,112 240 50 11,603 0 0 64 20 84	7,704 2,948 246 27 10,925 0 0 0 0 3,958	7,374 2,900 221 33 10,528 0 0 0 0 3,974	7,712 2,707 271 35 10,725 0 0 1 1 0 1	7,591 2,407 254 37 10,289 0 0 0	7,885 2,549 247 22 10,703 0 0 0 1,451	7 8,044 2,510 268 27 10,849 0 0 0 0	7,734 2,100 271 33 10,138 0 0 0 0 0 913	2,192 350 22 12,197 0 0 0 0
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Low Income Residential	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028	8,201 3,112 240 50 11,603 0 0 64 20 84	7,704 2,948 246 27 10,925 0 0 0 0 3,958 550	7,374 2,900 221 33 10,528 0 0 0 0 3,974 644	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687	7,591 2,407 254 37 10,289 0 0 0 0 0	7,885 2,549 247 22 10,703 0 0 0 1,451 542	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413	14 7,734 2,100 271 33 10,138 0 0 0 0 0 913 306	2,192 350 22 12,197 0 0 0 0
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Medium / Large C&I Total Medium / Large C&I Total Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 4,55	7,704 2,948 246 27 10,925 0 0 0 0 0 3,958 550 77	7,374 2,900 221 33 10,528 0 0 0 0 0 3,974 644 58	7,712 2,707 271 35 10,725  0 0 1 1 0 1 3,152 687 43	7,591 2,407 254 37 10,289 0 0 0 0 1,976 659 27	7,885 2,549 247 22 10,703 0 0 0 0 1,451 542	7 8,044 2,510 268 27 10,849 0 0 0 0 0 0 1,098 413 52	14  7,734 2,100 271 33 10,138  0 0 0 0 0 913 306 23	2,192 350 22 12,197 0 0 0 0 0
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23	9,069 2,672 436 101 12,278 0 0 0 5,602 1,701 7,303 2,552 370 61 27	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71 338	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 455 81	7,704 2,948 246 27 10,925 0 0 0 0 0 3,958 550 77 30	7,374 2,900 221 33 10,528 0 0 0 0 3,974 644 588	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43 19	7,591 2,407 254 37 10,289 0 0 0 0 1,976 659 27 20	7,885 2,549 247 222 10,703 0 0 0 1,451 542 311	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38	14 7,734 2,100 271 33 10,138 0 0 0 0 0 913 306 23 36	2,192 350 22 12,197 0 0 0 0 0 804 67 26 36
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Medium / Large C&I Total Medium / Large C&I Total Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 4,55	7,704 2,948 246 27 10,925 0 0 0 0 0 3,958 550 77	7,374 2,900 221 33 10,528 0 0 0 0 0 3,974 644 58	7,712 2,707 271 35 10,725  0 0 1 1 0 1 3,152 687 43	7,591 2,407 254 37 10,289 0 0 0 0 1,976 659 27	7,885 2,549 247 22 10,703 0 0 0 0 1,451 542	7 8,044 2,510 268 27 10,849 0 0 0 0 0 0 1,098 413 52	14  7,734 2,100 271 33 10,138  0 0 0 0 0 913 306 23	2,192 350 22 12,197 0 0 0 0 0
7	Residential Low Income Residential Small C&I Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total  Residential Low Income Residential Small C&I Low Income Residential Small C&I Low Income Residential Small C&I Medium / Large C&I Total  Residential Low Income Residential Small C&I Medium / Large C&I Total  Residential Low Income Residential Small C&I Medium / Large C&I Total  Medium / Large C&I Total	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23	9,069 2,672 436 101 12,278 0 0 0 5,602 1,701 7,303 2,552 370 61 27	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71 338	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 455 81	7,704 2,948 246 27 10,925 0 0 0 0 0 3,958 550 77 30	7,374 2,900 221 33 10,528 0 0 0 0 3,974 644 588	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43 19	7,591 2,407 254 37 10,289 0 0 0 0 1,976 659 27 20	7,885 2,549 247 222 10,703 0 0 0 1,451 542 311	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38	14 7,734 2,100 271 33 10,138 0 0 0 0 0 913 306 23 36	2,192 350 22 12,197 0 0 0 0 0 804 67 26 36
7 8	Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Medium / Large C&I Total  Number of customers by customer class, completing deferred payment arrangements during the period	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23 2,053	9,069 2,672 436 101 12,278 0 0 0 1,701 7,303 2,552 370 61 27 3,010	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71 38 4,012	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626	7,704 2,948 246 27 10,925 0 0 0 0 0 3,958 550 77 30 4,615	7,374 2,900 221 33 10,528 0 0 0 0 0 3,974 644 58 19 4,695	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43 19 3,901	7,591 2,407 254 37 10,289 0 0 0 0 0 1,976 659 27 20 2,682	7,885 2,549 247 22 10,703 0 0 0 0 1,451 542 31 26 2,050	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38 1,601	14 7,734 2,100 271 33 10,138 0 0 0 0 0 0 913 306 23 36 1,278	2,192 350 22 12,197 0 0 0 0 0 0 0 0 0 804 64 67 26 36 36
7	Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers by customer class, completing deferred payment arrangements Residential Residential Residential Residential	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23 2,053	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61 27 3,010	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71 38 4,012	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626	7,704 2,948 246 27 10,925 0 0 0 0 0 0 3,958 550 77 30 4,615	7,374 2,900 221 33 10,528 0 0 0 0 0 0 3,974 644 58 19 4,695	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43 19 3,901	7,591 2,407 254 37 10,289 0 0 0 0 1,976 659 27 20 2,682	7,885 2,549 247 22 10,703 0 0 0 0 1,451 542 31 26 2,050	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38 1,601	14 7,734 2,100 271 33 10,138 0 0 0 0 0 0 1 913 306 23 36 1,278	2,192 350 22 12,197 0 0 0 0 0 0 804 67 26 36 933
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23 2,053	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61 27 3,010	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 4,012	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626	7,704 2,948 246 27 10,925 0 0 0 0 0 0 3,958 550 77 30 4,615	7,374 2,900 221 33 10,528 0 0 0 0 0 0 3,974 644 58 19 4,695	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43 19 3,901	7,591 2,407 254 37 10,289 0 0 0 0 0 1,976 659 27 20 2,682	7,885 2,549 247 22 10,703 0 0 0 0 1,451 542 31 26 2,050	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38 1,601	14  7,734 2,100 271 33 10,138 0 0 0 0 0 1 913 306 23 36 1,278	2,192 350 22 12,197 0 0 0 0 0 0 0 0 0 804 64 67 26 36 36
7	Residential Low Income Residential Small C&I  Medium / Large C&I Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential  Medium / Large C&I Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential  Number of customers by customer class, completing deferred payment arrangements during the period Residential  Number of customers by customer class, completing deferred payment arrangements during the period Residential  Number of customers by customer class, completing deferred payment arrangements during the period Residential  Number of customers by customer class, completing deferred payment arrangements during the period Residential  Number of customers by customer class, completing deferred payment arrangements during the period Residential	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23 2,053	9,069 2,672 436 101 12,278 0 0 0 1,701 7,303 2,552 370 61 27 3,010	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 4,012	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626	7,704 2,948 246 27 10,925 0 0 0 0 0 3,958 550 77 30 4,615	7,374 2,900 221 33 10,528 0 0 0 0 0 0 3,974 644 58 19 4,695	7,712 2,707 271 35 10,725  0 0 1 1 0 1 3,152 687 43 19 3,901	7,591 2,407 254 37 10,289  0 0 0 0 0 1,976 659 27 20 2,682	7,885 2,549 247 222 10,703 0 0 0 0 1,451 542 31 26 2,050 91 40 3	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38 1,601	14 7,734 2,100 271 33 10,138 0 0 0 0 0 0 1 913 306 23 36 1,278 61 78	2,192 350 22 12,197 0 0 0 0 0 0 0 0 0 0 36 36 36 933
8	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23 2,053	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61 27 3,010	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 4,012	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626	7,704 2,948 246 27 10,925 0 0 0 0 0 0 3,958 550 77 30 4,615	7,374 2,900 221 33 10,528 0 0 0 0 0 0 3,974 644 58 19 4,695	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43 19 3,901	7,591 2,407 254 37 10,289 0 0 0 0 0 1,976 659 27 20 2,682	7,885 2,549 247 22 10,703 0 0 0 0 1,451 542 31 26 2,050	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38 1,601	14  7,734 2,100 271 33 10,138 0 0 0 0 0 1 913 306 23 36 1,278	2,192 350 22 12,197 0 0 0 0 0 804 67 26 336 933

							2020						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
- 1													
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
	Residential	1,714	1,832	1,523	364	631	314	253	219	196	160	200	153
	ow Income Residential	264	234	280	133	212	100	76	45	42	48	51	29
	Small C&I	46	31	27	10	10	13	8	9	24	20	11	5
	Medium / Large C&I	11	17	10	1	5	5	9	9	16	9	6	3
	Total	2,035	2,114	1,840	508	858	432	346	282	278	237	268	190
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
	Residential	65	65	68	25	63	50	37	17	18	9	15	6
	ow Income Residential	11	11	9	9	7	6	4	2	1	5	0	1
	Small C&I	2	0	0	1	1	2	0	0	1	1	0	0
	Medium / Large C&I	0	1	1	0	2	0	0	0	1	2	1	0
	Total	78	77	78	35	73	58	41	19	21	17	16	7
•													
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	5,194	5,345	5,601	4,853	4,730	4,606	4,444	4,361	4,289	4,183	4,166	4,083
•	ow Income Residential	26,490	26,383	21,756	3,162	2,997	2,878	2,817	2,740	2,643	2,602	20,575	28,503
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	31,684	31,728	27,357	8,015	7,727	7,484	7,261	7,101	6,932	6,785	24,741	32,586
13	Number of customers completing hardship protections during the period												
	Residential	518	660	3,240	216	190	137	161	172	152	114	155	173
	ow Income Residential	916	887	5,651	321	234	239	194	208	193	159	293	594
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0 1,434	0 <b>1.547</b>	0	0 <b>537</b>	0 <b>424</b>	0	0 <b>355</b>	0 380	0 345	0 273	0 448	767
	***	1,434	1,547	8,891	537	424	376	355	380	345	2/3	448	767
14	Number of customers enrolling in new hardship protections during the period	754	650	450		41	41		404	36	40		25
	Residential _ow Income Residential	682	618	459 493	52 97	101	104	89 113	101 98	97	40 85	57 10,391	35 307
	Small C&I	0	0 618	493	0	101	104	0	98	0	0	10,391	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,436	1,268	952	149	142	145	202	199	133	125	10,448	342
	Number of customers, by customer class, completing an AMP program during the period	1,430	1,200	332	143	142	143	202	155	133	123	10,440	342
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
•	Low Income Residential	9	8	24	41	67	56	20	26	21	15	610	0
•	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
•	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	9	8	24	41	67	56	20	26	21	15	610	0
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	ow Income Residential	25	40	49	46	126	136	144	139	136	111	49	24
•	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
•	Total	25	40	49	46	126	136	144	139	136	111	49	24
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
,	Residential	0	0	0	0	0	0	0	0	0	0	0	0
ľ	ow Income Residential	0	0	0	0	3	0	1	0	0	0	1	0
		0	0	0	0	0	0	0	0	0	1	0	2
l	Small C&I												
	mall C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0

							2020						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	167	106	115	88	110	95	80	91	96	100	24	26
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Total	167	106	115	88	110	95	80	91	96	100	24	26
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,642	40,793	36,100	38,964	39,058	38,376	42,306	42,425	42,959	43,429	43,958	44,420
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	40,642	40,793	36,100	38,964	39,058	38,376	42,306	42,425	42,959	43,429	43,958	44,420
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	36	283	2,674	46	482	197	19	23	24	20	25	48
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	36	283	2,674	46	482	197	19	23	24	20	25	48
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,996	3,020	3,041	3,024	3,007	2,968	2,923	2,897	2,882	2,770	2,439	2,408
	Medium / Large C&I	740	748	760	751	743	740	739	736	729	698	589	583
	Total	3,736	3,768	3,801	3,775	3,750	3,708	3,662	3,633	3,611	3,468	3,028	2,991
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	105	100	65	47	27	28	42	51	48	46	60	82
	Medium / Large C&I	15	38	8	13	10	7	10	9	12	12	10	20
	Total	120	138	73	60	37	35	52	60	60	58	70	102
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	179	98	151	54	96	101	53	65	66	77	123	85
	Medium / Large C&I	15	38	15	7	7	3	8	2	5	10	17	12
	Total	194	136	166	61	103	104	61	67	71	87	140	97
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	87	78	64	66	72	75	69	54	147	391	89	89
	Medium / Large C&I	15	15	19	14	16	8	13	11	35	79	13	13
	Total	102	93	83	80	88	83	82	65	182	470	102	102

							2021						
1	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
ŀ	Residential	255,661	255,691	255,149	257,930	256,935	256,408	255,521	255,291	255,176	254,885	254,963	254,978
ŀ	Low Income Residential	45,102	45,728	46,380	43,512	44,449	44,964	45,880	46,105	46,362	46,910	47,539	48,063
- 1	Small C&I	24,152	24,128	24,120	24,050	23,954	23,869	23,741	23,486	23,389	23,694	23,997	24,155
- 1	Medium / Large C&I	7,518	7,539	7,559	7,549	7,548	7,535	7,525	7,500	7,493	7,282	7,332	7,356
ŀ	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
ŀ	Total	332,433	333,086	333,208	333,041	332,886	332,776	332,667	332,382	332,420	332,771	333,831	334,552
2	Number of customers, by customer class, disconnected during the period												
- 1	Residential	0	0	0	0	0	0	0	0	10	477	314	3
- 1	Low Income Residential	0	0	0	0	0	0	0	0	0	75	39	0
- 1	Small C&I	0	0	0	0	0	0	0	237	89	43	49	28
- 1	Medium / Large C&I	0	0	0	0	0	0	0	10	3	2	0	1
- 1	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
- 1	Total	0	0	0	0	0	0	0	247	102	597	402	32
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
- 1	Residential	0	0	0	0	0	1	2	1	5,706	7,687	5,684	127
- 1	Low Income Residential	0	0	0	0	1	5	2	0	1,190	4,136	134	0
ŀ	Small C&I	0	0	0	0	32	310	1,203	626	390	463	442	644
- 1	Medium / Large C&I Total	0	0	0	0	10	104	329	242	214	230	201	193
ŀ	10tal	0	0	0	0	43	420	1,536	869	7,500	12,516	6,461	964
, ,	Number of customers by sustamer class resoluting Final /73 because of discount during the												
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period  Residential	0	0	0	0	0	1	2	3	1,228	4,340	2,553	75
ŀ	Residential Low Income Residential	0	0	0	0	0	0	2	0	1,228	1,509	2,553	/5 0
- 1	Small C&I	0	0	0	0	0	74	458	628	314	302	318	355
- 1	Medium / Large C&I	0	0	0	0	0	24	139	148	123	101	92	103
- 1	Total	0	0	0	0	0	99	601	779	1,906	6,252	3,064	533
4	Number of customers, by customer class, reconnected during the period	U	U	0	0	0	33	001	773	1,500	0,232	3,004	333
7	Residential	3	0	0	0	0	0	0	0	0	188	202	18
- 1	Low Income Residential	0	0	0	0	0	0	0	0	0	55	53	3
- 1	Small C&I	1	1	0	0	0	2	9	28	27	55	90	37
- 1	Medium / Large C&I	0	0	0	0	0	0	2	8	3	5	7	5
ŀ	Total	4	1	0	0	0	2	11	36	30	303	352	63
- 1	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders	-	-	·	-	Ū	-		50	50	303	332	
5	completed during the same period												
_	Residential	0	0	0	0	0	0	0	0	0	177	199	18
- 1	Low Income Residential	0	0	0	0	0	0	0	0	0	53	56	3
- 1	Small C&I	0	0	0	0	0	0	0	0	0	46	96	38
- 1	Medium / Large C&I	0	0	0	0	0	0	0	0	0	4	7	5
- 1	Total	0	0	0	0	0	0	0	0	0	280	358	64
6	Number of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	11,573	11,356	12,779	14,798	13,529	12,621	11,721	11,711	11,481	8,885	8,822	8,267
- 1	Low Income Residential	2,740	2,557	3,252	3,788	3,423	3,286	3,470	3,386	3,206	2,859	2,889	2,661
- 1	Small C&I	434	420	458	793	634	504	662		-			
,						034	604		810	663	330	382	448
- 1	Medium / Large C&I	18	16	22	33	25	37	43	810 50	663 49	330 17	382 21	448 19
	Medium / Large C&I Total	18 <b>14,765</b>											
7			16	22	33	25	37	43	50	49	17	21	19
7	Total		16	22	33	25	37	43	50	49	17	21	19
7	Total  Number of customers, by customer class, assessed late payment fees or charges during the period	14,765	16 <b>14,349</b>	22 <b>16,511</b>	33 <b>19,412</b>	25 <b>17,611</b>	37 <b>16,548</b>	43 <b>15,896</b>	50 <b>15,957</b>	49 <b>15,399</b>	17 12,091	21 <b>12,114</b>	19 <b>11,395</b>
7	Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential	<b>14,765</b>	16 14,349	22 <b>16,511</b> 0	33 19,412	25 <b>17,611</b> 0	37 <b>16,548</b> 0	43 <b>15,896</b> 0	50 <b>15,957</b> 0	49 <b>15,399</b> 0	17 12,091	21 <b>12,114</b> 0	19 <b>11,395</b> 0
7	Total  Number of customers, by customer class, assessed late payment fees or charges during the period  Residential  Low Income Residential	0 0	16 14,349 0 0	22 16,511 0 0	33 19,412 0 0	25 17,611 0 0	37 16,548 0 0	43 15,896 0 0	50 <b>15,957</b> 0 0	49 <b>15,399</b> 0 0	17 12,091 0 0	21 12,114 0 0	19 11,395 0 0
7	Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I	0 0 0	16 14,349 0 0	22 16,511 0 0 0	33 19,412 0 0 0	25 17,611 0 0 0	37 16,548 0 0	43 15,896 0 0	50 15,957 0 0	49 15,399 0 0 1	17 12,091 0 0 0	21 12,114 0 0 2	19 11,395 0 0 1,228
7	Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential  Small C&I  Medium / Large C&I	0 0 0 0	16 14,349 0 0 0 0	22 16,511 0 0 0 0	33 19,412 0 0 0 0	25 17,611 0 0 0 0	37 16,548 0 0 0	43 15,896 0 0 0	50 15,957 0 0 0	49 15,399 0 0 1 0	17 12,091 0 0 0 0	21 12,114 0 0 2 0	19 11,395 0 0 1,228 290
7	Total  Number of customers, by customer class, assessed late payment fees or charges during the period  Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total	14,765 0 0 0 0	16 14,349 0 0 0 0 0	22 16,511 0 0 0 0 0	33 19,412 0 0 0 0 0	25 17,611 0 0 0 0 0	37 16,548 0 0 0 0	43 15,896 0 0 0 0 0	50 15,957 0 0 0 0	49 15,399 0 0 1 0 1	17 12,091 0 0 0 0 0	21 12,114 0 0 0 2 0 2	19 11,395 0 0 1,228 290 1,518
7	Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential	14,765 0 0 0 0 0 0	16 14,349 0 0 0 0 0 0	22 16,511 0 0 0 0 0	33 19,412 0 0 0 0 0 0	25 17,611 0 0 0 0 0 0	37 16,548 0 0 0 0 0 0	43 15,896 0 0 0 0 0	50 15,957 0 0 0 0 0 0	49 15,399 0 0 1 1 0 1	17 12,091 0 0 0 0 0 0	21 12,114 0 0 0 2 0 2 2	19 11,395 0 0 1,228 290 1,518
7	Total  Number of customers, by customer class, assessed late payment fees or charges during the period  Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements  Residential  Low Income Residential	14,765 0 0 0 0 0 0 762 56	16 14,349 0 0 0 0 0 0 0 863 119	22 16,511 0 0 0 0 0 0 0	33 19,412 0 0 0 0 0 0 0	25 17,611 0 0 0 0 0 0 1,825 555	37 16,548 0 0 0 0 0 0 0	43 15,896 0 0 0 0 0 0 2,636 857	50 15,957 0 0 0 0 0 0 0	49 15,399 0 0 1 1 0 1 3,119 922	17 12,091 0 0 0 0 0 0 0	21 12,114 0 0 2 0 2 2 3,192 519	19 11,395 0 0 1,228 290 1,518 2,814 307
7	Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential  Small C&I  Small C	14,765 0 0 0 0 0 0 762 56 29	16 14,349 0 0 0 0 0 0 0 863 119 27	22 16,511 0 0 0 0 0 0 0	33 19,412 0 0 0 0 0 0 0 1,517 382 40	25 17,611 0 0 0 0 0 0 0 1,825 555 82	37 16,548 0 0 0 0 0 0 0 2,133 677 84	43 15,896 0 0 0 0 0 0 2,636 857 86	50 15,957 0 0 0 0 0 0 0 2,986 910 193	49 15,399 0 0 1 0 1 0 1 3,119 922 293	17 12,091 0 0 0 0 0 0 0 2,456 497 177	21 12,114 0 0 2 0 2 2 2 3,192 519 146	19 11,395 0 0 1,228 290 1,518 2,814 307
8	Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I	14,765  0 0 0 0 0 0 762 56 29 32	16 14,349  0 0 0 0 0 0 0 1 119 27 29	22 16,511 0 0 0 0 0 0 1,101 211 35 37	33 19,412 0 0 0 0 0 0 0 1,517 382 40 36	25 17,611 0 0 0 0 0 0 0 1,825 555 82 54	37 16,548 0 0 0 0 0 0 2,133 677 84 60	43 15,896 0 0 0 0 0 0 2,636 857 86 67	50 15,957 0 0 0 0 0 0 2,986 910 193 81	49 15,399 0 0 0 1 1 0 1 3,119 922 293 93	17 12,091 0 0 0 0 0 0 0 2,456 497 177 57	21 12,114 0 0 2 0 2 2 3,192 519 146 42	19 11,395 0 0 1,228 290 1,518 2,814 307 120
8	Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential  Small C&I  Small C	14,765 0 0 0 0 0 0 762 56 29	16 14,349 0 0 0 0 0 0 0 863 119 27	22 16,511 0 0 0 0 0 0 0	33 19,412 0 0 0 0 0 0 0 1,517 382 40	25 17,611 0 0 0 0 0 0 0 1,825 555 82	37 16,548 0 0 0 0 0 0 0 2,133 677 84	43 15,896 0 0 0 0 0 0 2,636 857 86	50 15,957 0 0 0 0 0 0 0 2,986 910 193	49 15,399 0 0 1 0 1 0 1 3,119 922 293	17 12,091 0 0 0 0 0 0 0 2,456 497 177	21 12,114 0 0 2 0 2 2 2 3,192 519 146	19 11,395 0 0 1,228 290 1,518 2,814 307
8	Total  Number of customers, by customer class, assessed late payment fees or charges during the period  Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements  Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total	14,765  0 0 0 0 0 0 762 56 29 32	16 14,349  0 0 0 0 0 0 0 1 119 27 29	22 16,511 0 0 0 0 0 0 1,101 211 35 37	33 19,412 0 0 0 0 0 0 0 1,517 382 40 36	25 17,611 0 0 0 0 0 0 0 1,825 555 82 54	37 16,548 0 0 0 0 0 0 2,133 677 84 60	43 15,896 0 0 0 0 0 0 2,636 857 86 67	50 15,957 0 0 0 0 0 0 2,986 910 193 81	49 15,399 0 0 0 1 1 0 1 3,119 922 293 93	17 12,091 0 0 0 0 0 0 0 2,456 497 177 57	21 12,114 0 0 2 0 2 2 3,192 519 146 42	19 11,395 0 0 1,228 290 1,518 2,814 307 120
7 8	Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers by customer class, completing deferred payment arrangements during the period	14,765 0 0 0 0 0 0 762 56 29 32 879	16 14,349 0 0 0 0 0 0 0 863 119 27 29 1,038	22 16,511 0 0 0 0 0 1,101 211 35 37 1,384	33 19,412 0 0 0 0 0 0 0 1,517 382 40 36 1,975	25 17,611 0 0 0 0 0 0 1,825 555 82 54 2,516	37 16,548 0 0 0 0 0 0 2,133 677 84 60 2,954	43 15,896 0 0 0 0 0 2,636 857 86 67 3,646	50 15,957 0 0 0 0 0 0 2,986 910 193 81 4,170	49 15,399 0 0 1 1 0 1 3,119 922 293 93 4,427	17 12,091 0 0 0 0 0 0 2,456 497 177 57 3,187	21 12,114 0 0 0 2 2 0 2 2 3,192 519 146 42 3,899	19 11,395 0 0 1,228 290 1,518 2,814 307 120 35 3,276
8	Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements  Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers by customer class, completing deferred payment arrangements during the period  Residential	14,765  0 0 0 0 0 0 762 56 29 32 879	16 14,349 0 0 0 0 0 0 0 0 0 0 0 0 2 7 27 29 1,038	22 16,511 0 0 0 0 0 0 1,101 211 35 37 1,384	33 19,412 0 0 0 0 0 0 0 0 1,517 382 40 36 1,975	25 17,611 0 0 0 0 0 0 1,825 555 82 54 2,516	37 16,548 0 0 0 0 0 0 0 2,133 677 84 60 2,954	43 15,896 0 0 0 0 0 0 2,636 857 86 67 7 3,646	50 15,957 0 0 0 0 0 0 2,986 910 193 81 4,170	49 15,399 0 0 1 1 3,119 922 293 93 4,427	17 12,091 0 0 0 0 0 0 0 2,456 497 177 57 3,187	21 12,114 0 0 0 2 2 0 2 2 3,192 519 146 42 2 3,899	19 11,395 0 0 0 1,228 290 1,518 2,814 307 120 355 3,276
8	Total  Number of customers, by customer class, assessed late payment fees or charges during the period  Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements  Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers by customer class, completing deferred payment arrangements  Residential  Low Income Residential  Number of customers by customer class, completing deferred payment arrangements during the period  Residential  Low Income Residential	14,765  0 0 0 0 0 0 0 762 56 29 32 879	16 14,349 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	22 16,511 0 0 0 0 0 0 1,101 211 35 37 1,384	33 19,412 0 0 0 0 0 0 1,517 382 40 36 1,975	25 17,611 0 0 0 0 0 0 1,825 555 82 54 2,516	37 16,548 0 0 0 0 0 0 0 2,133 677 84 60 2,954	43 15,896 0 0 0 0 0 2,636 857 86 67 3,646	50 15,957 0 0 0 0 0 0 2,986 910 193 81 4,170	49 15,399 0 0 1 1 0 1 3,119 922 293 93 4,427	17 12,091  0 0 0 0 0 2,456 497 177 57 3,187	21 12,114 0 0 0 2 2 0 2 2 3,192 519 146 42 3,899	19 11,395 0 0 0 1,228 290 1,518 2,814 307 120 35 3,276
8	Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Small CBI Smal	14,765  0 0 0 0 0 0 762 56 29 32 879	16 14,349 0 0 0 0 0 0 863 119 27 27 27 29 1,038	22 16,511 0 0 0 0 0 0 1,101 211 35 37 1,384	33 19,412 0 0 0 0 0 0 0 1,517 382 40 36 1,975	25 17,611 0 0 0 0 0 1,825 555 82 2,516	37 16,548 0 0 0 0 0 0 0 2,133 677 84 60 2,954	43 15,896 0 0 0 0 0 2,636 857 86 67 3,646	50 15,957 0 0 0 0 0 0 2,986 910 193 81 4,170 125 69 13	49 15,399 0 0 1 1 0 3,119 922 293 93 4,427 107 40	17 12,091  0 0 0 0 0 0 2,456 497 177 57 3,187	21 12,114 0 0 0 2 2 0 3,192 519 146 42 3,899	19 11,395 0 0 0 1,228 290 1,518 2,814 307 120 35 3,276
8	Total  Number of customers, by customer class, assessed late payment fees or charges during the period  Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements  Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers by customer class, completing deferred payment arrangements  Residential  Low Income Residential  Number of customers by customer class, completing deferred payment arrangements during the period  Residential  Low Income Residential	14,765  0 0 0 0 0 0 0 762 56 29 32 879	16 14,349 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	22 16,511 0 0 0 0 0 0 1,101 211 35 37 1,384	33 19,412 0 0 0 0 0 0 1,517 382 40 36 1,975	25 17,611 0 0 0 0 0 0 1,825 555 82 54 2,516	37 16,548 0 0 0 0 0 0 0 2,133 677 84 60 2,954	43 15,896 0 0 0 0 0 2,636 857 86 67 3,646	50 15,957 0 0 0 0 0 0 2,986 910 193 81 4,170	49 15,399 0 0 1 1 0 1 3,119 922 293 93 4,427	17 12,091  0 0 0 0 0 2,456 497 177 57 3,187	21 12,114 0 0 0 2 2 0 2 2 3,192 519 146 42 3,899	19 11,395 0 0 0 1,228 290 1,518 2,814 307 120 35 3,276

							2021						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
					,	- '	-						
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												J
	Residential	323	428	651	534	558	790	798	670	1,332	1,798	1,418	330
	Low Income Residential	96	176	315	210	150	234	193	175	231	366	232	83
	Small C&I	7	8	13	52	8	14	137	144	45	44	45	31
	Medium / Large C&I	1	10	11	29	8	16	27	35	12	14	11	12
	Total	427	622	990	825	724	1.054	1.155	1.024	1.620	2.222	1.706	456
			- OLL	330	023	724	2,054	1,155	2,024	2,020	-,	2,700	-150
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												,
	Residential	27	27	56	35	57	84	107	126	36	41	48	13
	Low Income Residential	3	0	9	5	7	14	21	21	5	7	4	1
	Small C&I	0	0	2	1	1	3	12	5	2	3	1	0
	Medium / Large C&I	0	3	2	3	0	7	3	4	2	1	1	1
	Total	30	30	69	44	65	108	143	156	45	52	54	15
		30	30	05	77	03	100	143	150	73	32	54	
12	Number of customers taking service at the beginning of the period under existing hardship protections												,
12	Residential	4,002	3,988	8,184	4,022	3,948	3,906	3,853	3,804	3,768	3,726	3,733	3,803
	Low Income Residential	28,369	28,717	24,857	2,048	2,079	2,102	2,113	2,122	2,107	2,085	24,827	27,708
	Small C&I	28,369	28,717	24,637	2,048	2,079	2,102	2,113	2,122	2,107	2,085	24,827	21,708
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	32,371	32,705	33,041	6,070	6,027	6,008	5,966	5,926	5,875	5,811	28,560	31,513
13	Number of customers completing hardship protections during the period	32,3/1	32,703	33,041	0,070	0,027	0,008	3,500	3,320	3,873	3,811	28,300	31,313
13	Residential	169	206	252	116	96	101	109	142	120	213	3,270	516
	Low Income Residential	472	455	560	170	131	125	149	170	163	225	10,040	778
	Small C&I	0	433	2	0	131	0	0	0	103	0	10,040	0
	Medium / Large C&I	0	0	3	0	0	0	0	0	0	0	0	0
	Total	641	661	817	286	227	226	258	312	283	438	13,312	1,294
1.1	Number of customers enrolling in new hardship protections during the period	041	001	817	280	221	220	236	312	283	430	13,312	1,234
14	Residential	89	97	118	59	57	68	89	76	103	329	416	215
	Low Income Residential	459	472	606	104	109	106	107	119	103	280	4,776	461
	Small C&I	439	0	000	0	0	0	0	0	0	0	4,770	1
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	548	569	724	163	166	174	196	195	212	609	5,194	677
15	Number of customers, by customer class, completing an AMP program during the period	5.0	303	72-1	100	200	274	150	155		003	5,254	
13	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	3	22	3	1	2	4	6	5	2	6
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	3	22	3	1	2	4	6	5	2	6
16	Number of customers, by customer class, enrolling in an AMP program during the period	-	-			,	-	-	-	-			
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	34	52	151	142	172	300	277	245	439	875	499	152
	Small C&I	0	0	0	0	0	0	0	0	0	0/5	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	34	52	151	142	172	300	277	245	439	875	499	152
17	Number of customers, by customer class, re-enrolling in an AMP program during the period	3.1					230			.33	2,0	.55	
1,	Residential	0	0	1	0	0	0	0	0	103	0	0	0
	Low Income Residential	1	1	3	1	3	6	10	12	103	11	12	10
	Small C&I	1	3	1	5	0	4	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2	4	5	6	3	10	10	12	212	11	12	10
		2	4	3	0	3	10	10	12	212	11	12	10

							2021						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	28	12	26	2	50	73	93	157	192	205	356	575
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Total	28	12	26	2	50	73	93	157	192	205	356	575
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	45,095	45,722	46,374	43,510	44,492	45,149	45,900	46,101	46,349	46,901	47,535	48,059
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	45,095	45,722	46,374	43,510	44,492	45,149	45,900	46,101	46,349	46,901	47,535	48,059
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	52	62	4,015	204	66	62	62	51	53	61	76	71
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	52	62	4,015	204	66	62	62	51	53	61	76	71
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,404	2,387	2,121	2,168	2,176	2,170	2,158	2,145	2,118	2,115	2,145	2,192
	Medium / Large C&I	594	584	585	569	562	569	568	583	579	577	542	544
	Total	2,998	2,971	2,706	2,737	2,738	2,739	2,726	2,728	2,697	2,692	2,687	2,736
	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period						_						
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	107	71	0	52	50	35	36	56	64	70	108	71
	Medium / Large C&I Total	30 <b>137</b>	32 <b>103</b>	13 13	9 <b>61</b>	13 <b>63</b>	5 <b>40</b>	18 <b>54</b>	11 <b>67</b>	12 <b>76</b>	13 83	20 <b>128</b>	22 93
	111	137	103	13	91	63	40	54	67	76	83	128	93
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	73	104	58	40	25	35	58	122	51	44	60	72
	Medium / Large C&I	11	29	14	40	9	7	5	19	14	7	13	8
	Total	84	133	72	80	34	42	63	141	65	51	73	80
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	96	104	60	53	48	42	38	74	51	66	66	61
	Medium / Large C&I	35	25	26	15	8	8	2	11	14	19	20	15
	Total	131	129	86	68	56	50	40	85	65	85	86	76

							2022	!					
ŀ	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
- 1	Residential	254,755	254,171	253,608	252,645	252,344	250,518	249,892	249,295	247,745	248,388	249,098	251,669
- 1	Low Income Residential	48,706	49,446	49,962	49,815	49,614	51,088	51,438	51,171	52,606	52,132	52,079	51,977
- 1	Small C&I	24,283	24,318	24,316	24,294	24,195	24,117	24,063	23,919	23,863	23,926	24,049	24,319
- 1	Medium / Large C&I	7,368	7,378	7,383	7,367	7,355	7,347	7,335	7,325	7,332	7,343	7,358	7,418
- 1	Streetlights Total	0 335,112	335,313	335,269	334,121	333,508	333,070	332,728	331,710	331,546	331,789	332,584	335,383
2	Number of customers, by customer class, disconnected during the period	333,112	333,313	333,209	554,121	333,308	333,070	332,720	331,/10	331,340	331,769	332,364	333,363
-	Residential	0	0	0	0	0	0	982	1,268	1,060	707	213	0
- 1	Low Income Residential	0	0	0	0	0	0	22	3	148	1,027	7	0
- 1	Small C&I	42	60	0	0	0	0	120	49	40	75	47	21
- 1	Medium / Large C&I	2	2	0	0	0	0	14	3	4	10	3	1
- 1	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
I	Total	44	62	0	0	0	0	1,138	1,323	1,252	1,819	270	22
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
- 1	Residential	0	0	0	0	0	14,484	12,859	16,190	7,675	8,109	3,999	5
- 1	Low Income Residential	0	0	0	0	0	595	1,852	49	10,470	4,327	616	13
,	Small C&I	1,334	25	0	0	0	1,720	1,127	1,515	1,390	789	881	1,475
,	Medium / Large C&I Total	307 <b>1,641</b>	3 28	0	0	0	538 <b>17,337</b>	640 <b>16,478</b>	755 <b>18,509</b>	815 <b>20,350</b>	635 <b>13,860</b>	629 <b>6,125</b>	629 <b>2,122</b>
,	10tai	1,641	28	0	0	0	1/,337	16,4/8	18,509	20,350	13,860	6,125	2,122
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
J.2	Residential	0	0	0	0	0	20	10,869	10,752	7,495	6,286	12,673	1.441
- 1	Low Income Residential	0	0	0	0	0	0	412	10,732	3,698	5,656	6,041	380
- 1	Small C&I	696	541	0	0	0	0	1,230	749	366	594	518	531
I	Medium / Large C&I	128	83	0	0	0	0	214	206	166	160	158	207
- 1	Total	824	624	0	0	0	20	12,725	11,717	11,725	12,696	19,390	2,559
4	Number of customers, by customer class, reconnected during the period												
	Residential	12	3	0	0	0	0	362	836	1,067	675	630	111
- 1	Low Income Residential	4	0	0	0	0	0	14	2	6	946	129	37
- 1	Small C&I	35	41	4	0	0	0	8	20	21	72	78	57
- 1	Medium / Large C&I	7	2	0	0	0	0	0	5	2	6	12	4
- 1	Total	58	46	4	0	0	0	384	863	1,096	1,699	849	209
_	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
5	completed during the same period Residential	11	2	0	0	0	0	204	689	897	458	428	15
- 1	Low Income Residential	4	0	0	0	0	0	301 64	131	92	785	67	3
- 1	Small C&I	36	43	4	0	0	0	10	22		34	43	19
- 1	Medium / Large C&I	6	2	0	U								
- 1	Total				0		0	0		20			
		57			0	0	0	0 <b>375</b>	5	1	3	4	74
6		57	47	4	0	0	0 <b>0</b>	0 <b>375</b>					
6	Number of customers, by customer class, assessed credit card fees or charges during the period Residential	13,132							5	1	3	4	74
6	Number of customers, by customer class, assessed credit card fees or charges during the period Residential		12,411	4	0	0	0	375	5 <b>847</b>	1 1,010	3 1,280	542	74 111
6	Number of customers, by customer class, assessed credit card fees or charges during the period	13,132	47	13,075	<b>0</b> 8,573	7,928	7,734	<b>375</b> 8,912	9,323	1 1,010 8,842	3 1,280 8,223	7,980	74 <b>111</b> 8,016
6	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I	13,132 3,680 948 59	12,411 3,609 897 43	13,075 3,907 746 28	8,573 2,411 193 113	7,928 2,446 180 48	7,734 2,488 219 141	8,912 2,441 269 119	9,323 2,335 234 80	1 1,010 8,842 2,355 223 101	3 1,280 8,223 3,172 254 139	7,980 2,879 234	8,016 2,870 280 230
	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total	13,132 3,680 948	12,411 3,609 897	13,075 3,907 746	8,573 2,411 193	7,928 2,446 180	7,734 2,488 219	8,912 2,441 269	9,323 2,335 234	1 1,010 8,842 2,355 223	3 1,280 8,223 3,172 254	7,980 2,879	74 111 8,016 2,870 280
	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period	13,132 3,680 948 59 17,819	12,411 3,609 897 43 16,960	13,075 3,907 746 28 17,756	8,573 2,411 193 113 11,290	7,928 2,446 180 48 10,602	7,734 2,488 219 141 10,582	8,912 2,441 269 119 11,741	9,323 2,335 234 80 11,972	1 1,010 8,842 2,355 223 101 11,521	3 1,280 8,223 3,172 254 139 11,788	7,980 2,879 234 70 11,163	8,016 2,870 280 230
	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential	13,132 3,680 948 59 17,819	12,411 3,609 897 43 16,960	13,075 3,907 746 28 17,756	8,573 2,411 193 113 11,290	7,928 2,446 180 48 10,602	7,734 2,488 219 141 10,582	8,912 2,441 269 119 <b>11,741</b>	9,323 2,335 234 80 11,972	1 1,010 8,842 2,355 223 101 11,521 0	3 1,280 8,223 3,172 254 139 11,788	7,980 2,879 234 70 11,163	8,016 2,870 280 230 11,396
	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	13,132 3,680 948 59 17,819	12,411 3,609 897 43 16,960	13,075 3,907 746 28 17,756	8,573 2,411 193 113 11,290	7,928 2,446 180 48 10,602	7,734 2,488 219 141 10,582	8,912 2,441 269 119 11,741 0	5 847 9,323 2,335 234 80 11,972	1 1,010 8,842 2,355 223 101 11,521 0 0 0	3 1,280 8,223 3,172 254 139 11,788	7,980 2,879 234 70 11,163	74 111 8,016 2,870 280 230 11,396
	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Small C&I	13,132 3,680 948 59 17,819 2 0 5,021	12,411 3,609 897 43 16,960 0 0 4,559	13,075 3,907 746 28 17,756 1 0 2,502	8,573 2,411 193 113 11,290	7,928 2,446 180 48 10,602	0 7,734 2,488 219 141 10,582 0 0	8,912 2,441 269 119 11,741 0 0	9,323 2,335 234 80 11,972	1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 0	3 1,280 8,223 3,172 254 139 11,788	7,980 2,879 234 70 11,163	74 111 8,016 2,870 280 230 11,396
	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I	13,132 3,680 948 59 17,819 2 0 5,021 1,343	12,411 3,609 897 43 16,960 0 0 4,559 1,092	13,075 3,907 746 28 17,756 1 0 2,502 666	8,573 2,411 193 113 11,290 0 0 0	7,928 2,446 180 48 10,602 0 0	7,734 2,488 219 141 10,582 0 0	8,912 2,441 269 119 11,741 0 0 0	5 847 9,323 2,335 234 80 11,972 0 0	1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 0 0 0	3 1,280 8,223 3,172 254 139 11,788 0 0	7,980 2,879 234 70 11,163	74 111 8,016 2,870 280 230 11,396
	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total	13,132 3,680 948 59 17,819 2 0 5,021	12,411 3,609 897 43 16,960 0 0 4,559	13,075 3,907 746 28 17,756 1 0 2,502	8,573 2,411 193 113 11,290	7,928 2,446 180 48 10,602	0 7,734 2,488 219 141 10,582 0 0	8,912 2,441 269 119 11,741 0 0	9,323 2,335 234 80 11,972	1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 0	3 1,280 8,223 3,172 254 139 11,788	7,980 2,879 234 70 11,163	74 111 8,016 2,870 280 230 11,396
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred	13,132 3,680 948 59 17,819 2 0 5,021 1,343	12,411 3,609 897 43 16,960 0 0 4,559 1,092	13,075 3,907 746 28 17,756 1 0 2,502 666	8,573 2,411 193 113 11,290 0 0 0	7,928 2,446 180 48 10,602 0 0	7,734 2,488 219 141 10,582 0 0	8,912 2,441 269 119 11,741 0 0 0	5 847 9,323 2,335 234 80 11,972 0 0	1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 0 0 0	3 1,280 8,223 3,172 254 139 11,788 0 0	7,980 2,879 234 70 11,163	74 111 8,016 2,870 280 230 11,396
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements	13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366	47 12,411 3,609 897 43 16,960 0 4,559 1,092 5,651	13,075 3,907 746 28 17,756 1 0 2,502 666 3,169	8,573 2,411 193 113 11,290 0 0 0	7,928 2,446 180 48 10,602 0 0 0 0	0 7,734 2,488 219 141 10,582 0 0 0	8,912 2,441 269 119 11,741 0 0 0	5 847 9,323 2,335 234 80 11,972 0 0 0	1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 0 0 0 0	3 1,280 8,223 3,172 254 139 11,788 0 0 0	4 542 7,980 2,879 234 70 11,163 0 0 0 0	74 111 8,016 2,870 280 230 11,396 0 0 0 0
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential	13,132 3,680 948 59 17,819 2 0 5,021 1,343	12,411 3,609 897 43 16,960 0 0 4,559 1,092	13,075 3,907 746 28 17,756 1 0 2,502 666	0 8,573 2,411 193 113 11,290 0 0 0	7,928 2,446 180 48 10,602 0 0	7,734 2,488 219 141 10,582 0 0	8,912 2,441 269 119 11,741 0 0 0 0	5 847 9,323 2,335 234 80 11,972 0 0	1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 0 0 0	3 1,280 8,223 3,172 254 139 11,788 0 0	7,980 2,879 234 70 11,163 0 0 0	74 111 8,016 2,870 280 230 11,396
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements	13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366	12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651	13,075 3,907 746 28 17,756 1 0 2,502 666 3,169	0 8,573 2,411 193 113 11,290 0 0 0 0	7,928 2,446 180 48 10,602 0 0 0 0 2,057	0 7,734 2,488 219 141 10,582 0 0 0 0 0	8,912 2,441 269 119 11,741 0 0 0 0 0	5 847 9,323 2,335 234 80 11,972 0 0 0 0 4,492	1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 4,709	3 1,280 8,223 3,172 254 139 11,788 0 0 0	4 542 7,980 2,879 234 70 11,163 0 0 0 0 0 3,578	74 111  8,016 2,870 280 230 11,396 0 0 0 0 0 2,523
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential	13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366	47  12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651	13,075 3,907 746 28 17,756  1 0 2,502 666 3,169	0 8,573 2,411 193 113 11,290 0 0 0 0 0 0	7,928 2,446 180 48 10,602 0 0 0 0 2,057 493	0 7,734 2,488 219 141 10,582 0 0 0 0 0 0	8,912 2,441 269 119 11,741 0 0 0 0 0	5 847 9,323 2,335 234 80 11,972 0 0 0 0 0 0 0 4,492 461	1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0	4 542 7,980 2,879 234 70 0 0 0 0 0 0 0 0 0 0 0 0 0	74 111 8,016 2,870 280 230 11,396 0 0 0 0 0 2,523 429
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Small CA	13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366	47 12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651 1,416 199 81	13,075 3,907 746 28 17,756 1 0 0 2,502 666 3,169 1,518 281	0 8,573 2,411 193 113 11,290 0 0 0 0 0 0 1,898 433 70	0 7,928 2,446 180 48 10,602 0 0 0 0 0 0	0 7,734 2,488 219 141 10,582 0 0 0 0 0 0	8,912 2,441 269 119 11,741 0 0 0 0 0 0 0 3,555 441	5 847 9,323 2,335 234 80 11,972 0 0 0 0 0 4,492 461 136	1 1,010  8,842 2,355 223 101 11,521  0 0 0 0 4,709 550	3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 0 0	4 542 7,980 2,879 234 70 11,163 0 0 0 0 0 0 0 3,578 3,578 625 145	74 111 8,016 2,870 280 230 11,396 0 0 0 0 0 2,523 429
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I	13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366 1,595 182 94 28	47  12,411 3,609 897 43 16,960  0 0 4,559 1,092 5,651  1,416 199 81 33	13,075 3,907 746 28 17,756 1,502 666 3,169 1,518 281 80 33	0 8,573 2,411 193 113 11,290 0 0 0 0 0 0 1,898 433 70 21	7,928 2,446 180 48 10,602 0 0 0 0 2,057 493 72 2,257	0 7,734 2,488 219 141 10,582 0 0 0 0 0 0 2,266 501 75 30	375  8,912 2,441 269 119 11,741  0 0 0 0 0 3,555 441 153 37	5 847 9,323 2,335 234 80 11,972 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 4,709 550 123 35	3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 0 0 0 0	4 542 7,980 2,879 234 70 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	74 111 8,016 2,870 280 0 0 0 0 0 0 2,523 429 120 35
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period	13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366 1,595 182 94 28 1,899	47  12,411 3,609 897 43 16,960  0 0 4,559 1,092 5,651  1,416 199 81 33 1,729	13,075 3,907 746 28 17,756 1,756 1,518 281 80 33 1,912	0 8,573 2,411 193 113 11,290 0 0 0 0 0 0 1,898 433 70 21 2,422	7,928 2,446 180 48 10,602 0 0 0 0 2,057 493 72 2,557 2,647	0 7,734 2,488 219 141 10,582 0 0 0 0 0 0 2,266 501 75 30 2,872	375 8,912 2,441 269 119 11,741 0 0 0 0 0 3,555 441 153 37 4,186	5 847 9,323 2,335 234 80 11,972 0 0 0 0 0 4,492 461 1366 38 5,127	1 1,010  8,842 2,355 223 101 11,521  0 0 0 0 4,709 550 123 35 5,417	3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 0 0 0 0 0 0 4 4,990	4 542 7,980 2,879 234 70 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	74 111 8,016 2,870 2870 230 11,396 0 0 0 0 0 2,523 429 120 35 3,107
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential	13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366 1,595 182 94 28 1,899	47  12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651  1,416 199 81 1,729	13,075 3,907 746 28 17,756 17,756 1,756 3,169 1,518 281 80 33 1,912	0 8,573 2,411 193 113 11,290 0 0 0 0 0 0 1,898 433 70 21 2,422	0 7,928 2,446 180 48 10,602 0 0 0 0 0 0 0 2,057 493 72 2,547	0 7,734 2,488 219 141 10,582 0 0 0 0 0 0 2,266 501 75 30 2,872	375 8,912 2,441 269 119 11,741 0 0 0 0 0 0 3,555 441 153 37 4,186	5 847 9,323 2,335 234 80 11,972 0 0 0 0 4,492 461 136 38 5,127	1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 4,709 550 123 35 5,417	3 1,280  8,223 3,172 254 139 11,788  0 0 0 0 0 3,988 799 158 45 4,990	4 542 7,980 2,879 234 70 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	74 111 8,016 2,870 280 0 0 0 0 0 0 2,523 429 120 355 3,107
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential	13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366 1,595 182 94 28 1,899	12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651 1,416 199 81 33 1,729	13,075 3,907 746 28 17,756 10 0 2,502 666 3,169 1,518 80 33 1,912	0 8,573 2,411 193 113 11,290 0 0 0 0 0 0 1,898 433 70 21 2,422	7,928 2,446 180 48 10,602 0 0 0 0 0 0 2,057 493 72 2,647	0 7,734 2,488 219 141 10,582 0 0 0 0 0 0 2,266 501 75 30 2,872	375  8,912 2,441 269 119 11,741  0 0 0 0 0 3,555 441 153 37 4,186	5 847 9,323 2,335 234 80 11,972 0 0 0 0 0 4,492 461 136 38 5,127	1 1,010  8,842 2,355 223 101 11,521  0 0 0 0 4,709 550 123 35 5,417	3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 0 0 0 0 0 0 0 4 5 4 5 4 5 4 5	4 542 7,980 2,879 234 70 11,163 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	74 111 8,016 2,870 280 230 11,396 0 0 0 0 2,523 429 120 35 3,107
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Medium / Large C&I Total Mumber of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Medium / Large C&I Total Mumber of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Use Income Residential	13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366 1,595 182 28 1,899 666 12	12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651 1,416 199 81 33 1,729	13,075 3,907 746 28 17,756 1,756 1,502 666 3,169 1,518 281 80 33 1,912	0 8,573 2,411 193 11,290 0 0 0 0 0 0 1,898 433 70 21 2,422	7,928 2,446 180 48 10,602 0 0 0 0 0 2,057 493 72 2,55 2,647	0 7,734 2,488 219 141 10,582 0 0 0 0 0 0 2,266 501 75 30 2,872	375  8,912 2,441 269 119 11,741  0 0 0 0 0 3,555 441 153 37 4,186	5 847 9,323 2,335 234 80 11,972 0 0 0 0 4,492 461 136 38 5,127	1 1,010  8,842 2,355 223 101 11,521  0 0 0 0 4,709 550 123 35 5,417	3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 0 0 0 0 0 0 4 4,990	4 542 7,980 2,879 2,879 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	74 111 8,016 2,870 2800 230 11,396 0 0 0 0 2,523 429 120 35 3,107
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential	13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366 1,595 182 94 28 1,899	12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651 1,416 199 81 33 1,729	13,075 3,907 746 28 17,756 10 0 2,502 666 3,169 1,518 80 33 1,912	0 8,573 2,411 193 113 11,290 0 0 0 0 0 0 1,898 433 70 21 2,422	7,928 2,446 180 48 10,602 0 0 0 0 0 0 2,057 493 72 2,647	0 7,734 2,488 219 141 10,582 0 0 0 0 0 0 2,266 501 75 30 2,872	375  8,912 2,441 269 119 11,741  0 0 0 0 0 3,555 441 153 37 4,186	5 847 9,323 2,335 234 80 11,972 0 0 0 0 0 4,492 461 136 38 5,127	1 1,010  8,842 2,355 223 101 11,521  0 0 0 0 4,709 550 123 35 5,417	3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 0 0 0 0 0 0 0 4 5 4 5 4 5 4 5	4 542 7,980 2,879 234 70 11,163 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	74 111 8,016 2,870 280 230 11,396 0 0 0 0 2,523 429 120 35 3,107

							2022						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
										•			
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
	Residential	468	607	843	527	183	480	1,142	1,839	1,373	591	154	0
	Low Income Residential	137	201	283	132	59	91	69	159	223	173	51	0
	Small C&I	33	58	38	15	4	17	51	27	39	13	13	0
	Medium / Large C&I	12	23	3	12	4	11	10	11	3	1	3	9
	Total	650	889	1,167	686	250	599	1,272	2,036	1,638	778	221	9
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
	Residential	25	24	17	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Low Income Residential	5	6	7	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Small C&I	0	2	2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Medium / Large C&I	0	2	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Total	30	34	27	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	3,793	3,757	3,739	3,338	3,186	3,213	4,990	3,242	3,439	3,331	3,462	3,537
	Low Income Residential	27,891	28,493	28,888	2,097	1,955	2,027	1,979	2,134	2,299	2,299	2,362	2,430
	Small C&I	3	4	3	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	31,687	32,254	32,630	5,435	5,141	5,240	6,969	5,376	5,738	5,630	5,824	5,967
13	Number of customers completing hardship protections during the period												
	Residential	300	362	396	33	53	53	60	56	57	55	49	35
	Low Income Residential	620	707	745	32	21	7	16	13	25	43	34	23
	Small C&I	0	0	2	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	920	1,069	1,143	65	74	60	76	69	82	98	83	58
14	Number of customers enrolling in new hardship protections during the period												
	Residential	177	216	236	73	72	120	464	501	528	447	507	264
	Low Income Residential	666	688	719	94	114	150	213	270	327	603	278	142
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	843	904	955	167	186	270	677	771	855	1,050	785	406
15	Number of customers, by customer class, completing an AMP program during the period			_				_					
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	0	11	16 0	13	18	26	22 0	21	34 0	30	17	4
	1 1 11			0			0			0		0	0
	Medium / Large C&I Total	0	0 11	16	0 13	0 18	26	0 <b>22</b>	0 <b>21</b>	34	0 <b>30</b>	17	0
		U	11	16	13	18	26	22	21	34	30	1/	4
16	Number of customers, by customer class, enrolling in an AMP program during the period  Residential	0	0	0	0	0	0	0	0	0	0	0	
													107
	Low Income Residential Small C&I	119 0	138	242	264 0	212	309 0	385 0	665 0	1,010	2,056	434 0	197 0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	119	138	242	264	212	309	385	665	1,010	2.056	434	197
17	Number of customers, by customer class, re-enrolling in an AMP program during the period	119	138	242	204	212	303	305	005	1,010	2,036	434	197
17		0	0			0	0	0		0	0		
	Residential	10	6	1 11	5	0 12	0 26	63	0 106	67	372	0 171	114
	Low Income Residential Small C&I	0	0	0	0	0	26 0	0	106	0	0	1/1	114
		0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Total			12	5	12				67			
	Total	10	6	12	5	12	26	63	106	67	372	171	114

Number of customers, by customer class, dropping off an AMP program during the period   0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0								202	22					
Personal Clay   France   Fra		Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Process income freedesteral   1888   1888   276	18	Number of customers, by customer class, dropping off an AMP program during the period												
Second Califordia Ca		Residential	0	0	0	0	0	0	0	0	0	0	0	0
Market of customers enoughing in the low-income discount rate program during the period   18   18   18   18   18   18   18   1		Low Income Residential	388	188	226	169	271	337	366	433	251	431	442	1,220
Number of customers errolling in the low-income discount rate program during the period   1		Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
19   Number of customers rorrilling in the low-income discount rate program during the period		Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
Residential		Total	388	188	226	169	271	337	366	433	251	431	442	1,220
Commonwe Residential   48,700   49,452   49,960   50,133   50,779   51,656   49,949   51,138   52,255   51,807   52,406   Medium / Large C&L   0   0   0   0   0   0   0   0   0	19	Number of customers enrolling in the low-income discount rate program during the period												
Small CAI		Residential	0	0	0	0	0	0	0	0	0	0	0	0
Number of Customers, by customer class, with required deposits with the company at the beginning of the low-increased deposits during the period for customers, by customer class, required to submit new deposits or increased deposits during the period for submer of customers, by customer class, required to submit new deposits or increased deposits during the period for submer of customers, by customer class, whose required deposits were reduced in part or foregone during the period for submer of customers, by customer class, whose required deposits were reduced in part or foregone during the period for submer of customers, by customer class, whose deposits were reduced in full during the period for submer of customers, by customer class, whose deposits were returned in full during the period for submer of customers, by customer class, whose deposits were returned in full during the period for submer of customers, by customer class, whose deposits were returned in full during the period for submer of customers, by customer class, whose deposits were returned in full during the period for submer of customers, by customer class, whose deposits were returned in full during the period for submer of customers, by customer class, whose deposits were returned in full during the period for submer of customers, by customer class, whose deposits were returned in full during the period for submer of customers, by customer class, whose deposits were returned in full during the period for submer of customers, by customer class, whose deposits were returned in full during the period for submer of customers, by customer class, whose deposits were returned in full during the period for submer of customers, by customer class, whose deposits were returned in full during the period for submer of customers, by customer class, whose deposits were returned in full during the period for submer of customers, by customer class, whose deposits were returned in full during the period for submers of submers of the period for submers of su		Low Income Residential	48,706	49,452	49,960	50,353	50,779	51,656	49,949	51,308	52,855	51,807	52,406	53,668
Total 1		Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Number of customers, by customer class, with required deposits with the company at the beginning of the seldential conficement for customers, by customer class, required to submit new deposits or increased deposits during the period seldential conficement required to submit new deposits or increased deposits during the period seldential conficement required seposits were reduced in part or foregone during the period seldential conficement reductioners, by customer class, whose required deposits were reduced in part or foregone during the period seldential conficement reductioners, by customer class, whose deposits were returned in full during the period seldential conficement reductioners, by customer class, whose deposits were returned in full during the period seldential conficement reductioners, by customer class, whose deposits were returned in full during the period seldential conficement reductioners, by customer class, whose deposits were returned in full during the period seldential conficement reductioners, by customer class, whose deposits were returned in full during the period seldential conficement reductioners, by customer class, whose deposits were returned in full during the period seldential conficement reductioners, by customer class, whose deposits were returned in full during the period seldential conficement reductioners, by customer class, whose deposits were returned in full during the period seldential conficement reductioners, by customer class, whose deposits were returned in full during the period seldential conficement reductioners, by customer class, whose deposits were returned in full during the period seldential conficement reductioners, by customer class, whose deposits were returned in full during the period seldential conficement reductioners, by customer class, whose deposits were returned in full during the period seldential conficement reductioners, by customer class, whose deposits were returned in full during the period seldential conficement reductions and confidential			0	0	0	0	0	0	0	0	0	0	0	0
Sesidential		Total	48,706	49,452	49,960	50,353	50,779	51,656	49,949	51,308	52,855	51,807	52,406	53,668
Small C68   C68   C69   C68   C69   C68   C69   C68   C69	20	Number of customers dropping off the low-income discount rate program during the period												
Medium / Large C&I		Residential	0	0	0	0	0	0	0	0	0	0	0	0
Number of customers, by customer class, with required deposits with the company at the beginning of the period income Residential   10   0   0   0   0   0   0   0   0		Low Income Residential	77	64	84	664	696	646	696	808	1,137	1,104	594	1,212
Total Number of customers, by customer class, with required deposits with the company at the beginning of the period of the peri		Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Number of customers, by customer class, with required deposits with the company at the beginning of the Period Residential		Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
21   Period		Total	77	64	84	664	696	646	696	808	1,137	1,104	594	1,212
Low Income Residential   0	21													
Low Income Residential   Cow Income Resident			0	2	0	0	0	0	0	0	0	0	0	0
Small C&l   2,198   2,230   2,188   5   0   0   0   0   2   6   28   69   69   69   69   60   60   60   7   10   70   7   10   70   7   10   70   7														0
Medium / Large C&i					2.189			0			6			73
Total		Medium / Large C&I					0	0	0		0			10
Period   P			2,741	2,770	2,721	5	0	0	0	2	6	35	79	83
Residential	22													
Small C&I			0	0	0	0	0	0	0	0	0	0	0	0
Medium / Large C&i   7		Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
Medium / Large C&i		Small C&I	87	59	46	2	0	0	2	16	50	30	62	100
Total   Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Period   Number of Customers, by customer class, whose required deposits were reduced in part or foregone during the Period   Number of Customers, by customer class, whose required deposits were reduced in part or foregone during the Period   Number of Customers, by customer class, whose required deposits were reduced in part or foregone during the Period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Customers, by customer class, whose deposits were returned in full during the period   Number of Custom		Medium / Large C&I	25	12		0	0	0	0	0	15	3	7	34
Period   P			112	71	53	2	0	0	2	16	65	33	69	134
Residential	23													
Low Income Residential   0   0   0   0   0   0   0   0   0			0	0	0	0	0	0	0	0	0	0	0	0
Small C&I         59         75         26         10         5         9         5         9         21         27         33           Medium / Large C&I         13         13         13         5         1         1         0         2         2         2         4         3         2           Total         72         88         31         11         6         9         7         11         25         30         35           Wumber of customers, by customer class, whose deposits were returned in full during the period         88         31         11         6         9         7         11         25         30         35           Residential         0			-			-		-	-					0
Medium / Large C&l														22
Total   Tota								0						3
24     Number of customers, by customer class, whose deposits were returned in full during the period     0					-									25
Low Income Residential         0	24	Number of customers, by customer class, whose deposits were returned in full during the period												
Small C&I         82         94         63         1         0         0         22         54         22         36         26           Medium / Large C&I         25         18         22         0         0         0         5         7         2         12         5		*****												0
Medium / Large C&I 25 18 22 0 0 0 5 7 2 12 5						-			-					0
								0						23
Total 107 112 85 1 0 0 27 61 24 48 31														6
		Total	107	112	85	1	0	0	27	61	24	48	31	29